13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

Submitted CCRs have been assigned identification codes that provide the current status of the CCR. The log is broken out by these specific codes. The information below provides a breakdown of all 13-State CCRs, listing their date of submission, status, targeted completion date, and resolution and date.

Issue Legend: Approved = a Change Request has been submitted by Change Management for prioritization to an open release
Pending = not yet identified as an OSS issue or an OSS issue that can be implemented
Deferred – requiring more data or more time in order to properly evaluate
Not Approved = not an OSS issue or not an OSS issue that can be implemented
Monitor = Change Request has been committed for a specific release
Closed = Change Request has been satisfied

CCR Number	CLEC & Regions (s)	CR Number	Description	Current Status	Submission Date	Target Completion Date	Completion Date
CCR 00-025	WCOM 2-State, Midwest region, SNET	CR020085 (12/13/03) CR020904 (3/13/04) CR020905 (3/13/04)	Search Posted Orders by PON or Circuit ID	Approved No Review See CCR01-050	7/28/00		
CCR 01-018	IP Communications Southwest Region	CR030191 (11/13/04)	Unique Jeopardy Code for Conditioning Required	Approved No Review	3/28/01		
CCR 01-041	WCOM 2-State	CR020094 (3/13/04)	Request Flow-Through on Two Migration Scenarios	Approved No Review	12/19/01		
CCR 01-050	WCOM 2-State	CR020085 (12/13/03) CR020904 (7/17/04) CR020905 (7/17/04)	Add "Posted Inquiry" Functionality to Enhanced Verigate/Order Status	Approved No Review	11/9/01		

September 2003
(Revised 9/12/03)

CCR Number	CLEC & Regions (s)	CR Number	Description	Current Status	Submission Date	Target Completion Date	Completion Date
CCR PN 02-004	Lightyear Communications 2-State	CR020219 (11/13/04)	Mechanized Flow-Through For Specific Types of UNE-P	Approved No Review	3/13/02		
CCR PN 02-011B	Talk America 2-State	CR030053 (11/13/04)	Requesting Supplemental Orders Not In Response to Fatal or Manual Rejects Not Fall Out of Flow-through (SUPP 3 Only)	Approved No Review	5/2/02 (Split from A on 11/8/02)		
CCRPN02-11C	Talk America 2-State	CR020757 (7/17/04)	Requesting Supplemental Orders Not In Response to Fatal or Manual Rejects Not Fall Out of Flow-through (SUPP 2 PB/NB Only)	Approved Review in 8/2003	5/2/02 (Split from A on 1/10/03)		
CCR02-027	IP Communications Southwest region	No CR Required	Capture and Display Actions Such as Closed Ticket – Dispute Status, Authorized for Dispatch or Denied Authorization for Dispatch	Monitor Review in 9/2003	4/30/02	12/7/03	
CCR02-031	Alltel Southwest region	No CR Required	EBTA Search Criterion and Notification of Open Ticket Upfront	Approved No Review	5/7/02		
CCR02-057	TDS Metrocom Midwest region	No CR Required	More Specific EBTA Error Messages	Approved No Review	8/15/02		
CCR02-063	ASI Southwest region	CR030377 (11/13/04)	Edit ECCKT Field in Outbound FOC Transactions for Format and Content	Approved No Review	8/30/02		
CCR02-067	Talk America Midwest region	CR030457	Identify Value When LSR is Rejected for Invalid TN/Feature	Approved Review in 9/2003	9/10/02		
CCR02-068	Talk America Midwest region	CR030619 (11/13/04)	Test Deck for Regression Testing of Pre-Ordering and Ordering	Approved Review in 9/2003	9/11/02		

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Number	CLEC & Regions (s)	CR Number	Description	Current Status	Submission Date	Target Completion Date	Completion Date
CCR02-075	Birch Southwest region		IF0058 Error Code on Facility to UNE-P CLEC to CLEC	Approved Review in 9/2003	10/01/02		
CCR02-077	ASI Southwest region	CR030048 (11/13/04)	Second LLN Requested Confirming Completion or Cancellation	Approved No Review	10/4/02		
CCR02-078	RCN Midwest region	No CR Required	Sort the "Closeout Action" on Closed Ticket Screen in EBTA	Closed Review in 9/2003	10/8/02		9/10/03
CCR02-079	RCN Midwest region	No CR Required	Sort the "Duration Time" of a Trouble Ticket on EBTA Closed Ticket Screen	Monitor	10/8/02	12/7/03	
CCR02-083	AT&T Midwest region		UNE-P OC&C Charges in the Local Section of CABS Bill	Approved Review in 8/2003	10/23/02	4/2004	
CCR02-086	ASI Southwest region	CR020761 CR020085 CR020904 CR020905 (7/17/04)	Order Status-Posted Order Inquiry to Contain Service Order Details Including Cancelled Orders	Approved No Review	11/5/02		
CCR02-087	Talk America Midwest region		Use WSOPI Field in Address Validation	Pending No Review	11/11/02		
CCR03-003	AT&T Midwest region		Receive TNs on all LEX Line Loss Notifications	Pending Review in 9/2003	2/6/03		
CCR03-004	Proprietary		Update LEX to include Additional Fields for Alternate LCON and Alternate LCON Telephone Number	Not Approved Review in 9/2003	2/13/03		9/10/03
CCR03-006	WCOM Southwest region	CR030476 (12/11/04)	Expand Ordering Hours of Availability in West, Midwest and Connecticut Regions to	Approved Review in 9/2003	2/14/03		

September 2003
(Revised 9/12/03)

CCR Number	CLEC & Regions (s)	CR Number	Description	Current Status	Submission Date	Target Completion Date	Completion Date
			Mirror Southwest Region				
CCR03-007	WCOM Southwest region		Expand LEX Directory Functionality to Include Reference Lines	Closed Review in /2003	2/14/03		8/8/03
CCR03-008	McLeod Midwest region		Allow ACDRS Files to be Sent to CLECs via ConnectDirect	Pending Review in 9/2003	2/17/03		
CCR03-010	Covad Southwest region	CR030406 (3/13/04)	Versioning Rules Should Be Order Specific, Not CLEC Specific	Approved No Review	2/18/03		
CCR03-012	Birch Southwest region	No CR Required	Enhance EBTA GUI so that Billable Fields Include Actual Charges Recorded by SBC Technician	Pending No Review	2/19/03		
CCR03-013	Allegiance Southwest region		Reject LSR if the Directory Listing Cannot Be Retained	Pending Review in 9/2003	3/5/03		
CCR03-014	McLeod Midwest region		Additional Lines in Service Mate	Pending Review in 9/2003	3/6/03		
CCR03-015	Birch Southwest region		Mechanical Way to Provision Dual Service Moves with Pair Gain via LEX	Pending Review in 9/2003	3/14/03		
CCR03-016	KMC Telecom		More Than One OCN/SPID per State per ACNA	Approved Review in 9/2003	3/12/03		
CCR03-017	Forte Communications		Billing USOCs	Approved Review in 9/2003	3/18/03		
CCR03-018	Birch		CORBA to Extract All CSI and DL Information	Pending Review in 9/2003	3/24/03		
CCR03-020	ASI		Mechanize All Jeopardies	Approved	3/25/03		

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Number	CLEC & Regions (s)	CR Number	Description	Current Status	Submission Date	Target Completion Date	Completion Date
				Review in 9/2003			
CCR03-021	ASI		Expedite "No Access" Orders	Defer Review in 2/2004	3/26/03		
CCR03-022	WCOM	CR030472 (12/13/03)	Prevent Version Implementation Without Proper Version Change Form Submitted by CLEC	Approved Review in 9/2003	4/8/03		
CCR03-023	The Pager & Phone Company		Allow Batch Suspend and Restore Orders in WebLEX	Pending Review in 9/2003	4/1/03		
CCR03-024	Talk America		Allow Disconnected TN to Become Available Immediately for Reservation by the Same CLEC	Pending No Review	3/31/03		
CCR03-025	MCI	CR030478 (6/13/04)	Automate the DSL to UNE-P and Re-use Loop	Pending Review in 9/2003	4/14/03		
CCR03-026	TDS Metrocom	No CR Required	Escalations Tab and Escalations Field in EBTA	Pending No Review	4/15/03		
CCR03-027	ASI		Search in Verigate by WTN	Approved No Review	4/29/03		
CCR03-028	LDMI		Secondary Class of Service	Pending Review in 9/2003	4/28/03		
CCR03-030	LDMI		Allow NC in Fields 54-59 of Resale PBX DID	Pending No Review	4/28/03		
CCR03-031	ASI		Address Qual Database Check	Approved Review in 9/2003	4/21/03		
CCR03-032	ASI		DSL to Customers With Ported TNs	Closed Review in 9/2003	4/23/03		9/10/03

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Number	CLEC & Regions (s)	CR Number	Description	Current Status	Submission Date	Target Completion Date	Completion Date
CCR03-035	AT&T		Separate DUF Files by State in Midwest Region	Approved Review in 9/2003	Transferred from CUF 5/1/03	3Q04	
CCR03-036	Covad		Real Time Interface to Pre-Qual Raw Loop Data	Pending No Review	5/5/03		
CCR03-037	Talk America	CR030361 (3/19/05)	Super Fatal Reject on Supp After Fatal on Initial LSR	Approved No Review	5/7/03		
CCR03-038	Talk America		Billing Completion Date Earlier Than Completion Date	Pending Review in 9/2003	5/7/03		
CCR03-039	Talk America		Cancel a Move Order Any Time Prior to Completion	Pending Review in 9/2003	5/7/03		
CCR03-041	Nexus Communications		Block Telemarketing Solicitations	Pending Review in 9/2003	4/24/03		
CCR03-042	ASI		LLN to Include the TN at the New Address As Well As the OTN	Pending No Review	2/26/03		
CCR03-043	LDMI		SBC to Allow for Permanent Remarks on CSRs for Shared Hunting	Pending No Review	5/20/03		
CCR03-045	Birch	CR030479 (7/17/04)	SBC to Support Multiple OCNs and Mechanized Mass Migration Process	Approved No Review	5/21/03		
CCR03-046A	ASI	No CR Required	EBTA-Real Time Broadband RT Tool	Approved No Review	5/22/03	2Q04	
CCR03-046B	ASI		Historical Information Broadband RT Tool	Pending No Review	5/22/03		
CCR03-047	Allegiance	No CR Required	EBTA Tickets Held for 48 Hours Over a Weekend Before Closing	Pending Review in 9/2003	5/23/03		

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Number	CLEC & Regions (s)	CR Number	Description	Current Status	Submission Date	Target Completion Date	Completion Date
CCR03-048	ASI		DSL Service Over a Pooled TN	Closed Review in 9/2003	5/27/03		9/10/03
CCR03-049	ASI		U.S. Postal City Provided on the CSI Inquiry	Pending No Review	5/27/03		
CCR03-050	Covad	CR030403 (12/13/03)	Provide TN and Circuit Information on All Orders Jepped for Busy Pair	Monitor Review in 9/2003	5/28/03	12/13/03	
CCR03-052	Covad		Mechanized Single LSR Process for Migration of Line Share and Line Split	Pending Review in 9/2003	5/28/03		
CCR03-054	Birch	No CR Required	Option to Override Ownership in EBTA on Trouble History	Pending Review in 9/2003	6/3/03		
CCR03-056	ASI		Order Number and Disconnect Reason on the Provider Notifications	Pending No Review	6/10/03		
CCR03-057	VarTec		After Hours Support for CLEC LSOR Upgrades	Closed Review in 9/2003	6/10/03		9/10/03
CCR03-058	ASI		Updates to ACT T Activity for DSL Line Sharing	Pending No Review	6/10/03		
CCR03-059	ASI		LASR to Wait for Responses from both CRIS and CABS before Rejecting	Pending No Review	6/6/03		
CCR03-060	ASI		Additional Field in Batch Qual Tool to Show When Another CLEC Owns the Line	Pending No Review	6/12/03		
CCR03-061	ASI		Updated Disqualification Routine in Batch Qual Tool	Pending No Review	6/12/03		
CCR03-062	ASI		Provide "From" and "To" Address on 836 For All F&T Orders	Pending Review in 9/2003	6/16/03		

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Number	CLEC & Regions (s)	CR Number	Description	Current Status	Submission Date	Target Completion Date	Completion Date
CCR03-064	ASI		Include POTS Class of Service in Telco Batch Qual Tool	Pending Review in 9/2003	6/16/03		
CCR03-065	McLeodUSA		Changes to the Pre-Order Address Validation Systems	Pending No Review	6/4/03		
CCR03-066	VarTec		ERL=Y For Partial Migrations in CA and NV	Pending No Review	6/9/03		
CCR03-068	ASI		CSR, Loop/Qual and SAG for all In Region/Out of Franchise Accounts	Pending No Review	6/18/03		
CCR03-069	ASI		Retrieve POTS Pending Orders Through CORBA	Closed Review in 9/2003	6/18/03		9/10/03
CCR03-070	Birch		Changes to FOC/SOC Reports on Website	Pending No Review	6/18/03		
CCR03-071	Birch		Additional Information on DLR Subject Line	Pending Review in 9/2003	6/20/03		
CCR03-073	MCI		Make LST Field Applicable for Address Validation	Pending Review in 9/2003	7/2/03		
CCR03-074	Birch	CR020875 1/31/03	Make Privacy Manager Available for UNE-P in Southwest Region	Closed Review in 9/2003	7/2/03		9/10/03
CCR03-075	TDS		Validate an Address in Verigate via TXNU	Not Approved Review in 9/2003	7/7/03		9/10/03
CCR03-076	Talk America	CR030562 7/17/04	Reject Instead of Jeopardy on Working Service Conflict	Approved Review in 9/2003	6/6/03		
CCR03-077	CoreComm	See CCR03-024	Send Electronic Orders to Reconnect a TN Within 30	Pending Review in	7/11/03		

September 2003
(Revised 9/12/03)

CCR Number	CLEC & Regions (s)	CR Number	Description	Current Status	Submission Date	Target Completion Date	Completion Date
			Days of Disconnect	9/2003			
CCR03-078	Talk America		Reject LSRs with Due Dates Too Far Into Future	Pending Review in 9/2003	7/22/03		
CCR03-079	AT&T		Additional IP Addresses to Allow for Disaster Recovery	Pending Review in 9/2003	7/23/03		
CCR03-080	Talk America		Mechanize the Dispute Process Associated with the DUF Returned Process	Pending Review in 9/2003	8/1/03		
CCR03-081	Talk America		Accuracy and True-Up of the Lines in Service Report	Pending No Review	7/22/03		
CCR03-082	McLeodUSA		REQTYP J, ACT R, N, & D Work the Same as REQTYPs M, P and A	Pending No Review	8/11/03		
CCR03-083	McLeodUSA		Related Orders with Different Desired Due Dates	Pending No Review	8/15/03		
CCR03-084	McLeodUSA		Send DFDT for REQTYP A, ACT N Orders	Pending Review in 9/2003	8/15/03		
CCR03-085	McLeodUSA		Enhancements to Scheduling Inquiry/Availability Dispatch Inquiry	Pending Review in 9/2003	8/15/03		
CCR03-086	McLeodUSA		Multiple ACNAs on one Version Change Form	Pending Review in 9/2003	8/15/03		
CCR03-087	VarTec/Excel		Standardize Feature Detail Format	Pending Review in 9/2003	8/25/03		
CCR03-088	McLeod		Change the YPH Field to Optional for the Midwest Region	Pending Review in 9/2003	8/27/03		
CCR03-089	MCI		Implement LASR Edit to Reject Erroneous NENA ID for Line	Pending Review in	8/28/03		

September 2003
(Revised 9/12/03)

CCR Number	CLEC & Regions (s)	CR Number	Description	Current Status	Submission Date	Target Completion Date	Completion Date
			Split Arrangement	9/2003			
CCR03-090	MCI		Change West Region E911 Process to Eliminate CLEC Intervention	Pending Review in 9/2003	8/28/03		
CCR03-091	LDMI		Additional alpha code in LMT Field on Loop w/NP Form	Pending Review in 9/2003	8/28/03		
CCR03-092	McLeod		Enhance Scheduling Inquiry/Availability Due Date Inquiry	Pending Review in 9/2003	8/29/03		
CCR03-093	CMC Telecom		"F" Order Should Not Complete Without Notification to CLEC When "T" Order is Jep'd	Pending Review in 9/2003	9/5/03		
MONITOR							
CCR 02-005	IP Communications Southwest Region	No CR Required	Changes/Enhancements to EBTA/GUI	Monitor Review in 8/2003	2/22/02	12/7/03	
CCR 02-006	Birch SOUTHWEST REGION	CR020196	Correct LSOR 0.5.00 With Regard to ERL Field	Monitor	2/16/02	9/27/03	
CCR 02-007	Talk America Midwest region		Flash Cut From One Version to Another	Monitor Review in 9/2003	2/28/02	12/2004	
CCR 02-025	RCN Midwest region	No CR Required	Return Receipt on a Changed Resolution Code When an EBTA Ticket is Closed But Disputed	Monitor	4/23/02	1/2004	
CCR02-033	Qwest Midwest region	CR020899	Additional Info in Remarks on Manual Loop Qual	Monitor	5/16/02	9/27/03	
CCR02-035	Birch Southwest region	No CR Required	Administrator ID in EBTA	Monitor Review in 7/2003	6/3/02	12/7/03	

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Number	CLEC & Regions (s)	CR Number	Description	Current Status	Submission Date	Target Completion Date	Completion Date
CCR02-038	South Central Wireless Southwest region	CR010392 CR030169	Supplements on UNE-P Records Orders	Monitor Review in 7/2003	6/3/02	12/13/03	
CCR02-048	Talk America Midwest region		Additional Testing Capabilities	Monitor Review in 10/2003	7/10/02	10/2003	
CCR02-053	ASI Southwest region	CR020899	Loop Medium Code Field	Monitor	7/25/02	9/27/03	
CCR02-054	ASI Southwest region	CR020899	Calculated vs Measured Loop Length	Monitor	7/25/02	9/27/03	
CCR02-055	AT&T Midwest region	CR020899	Make Loop Status =N (Red) When Loop Medium Type Code =D (Fiber to the Curb)	Monitor	8/1/02	9/27/03	
CCR02-069	ASI Southwest region		Line Share CFA Inquiry to Return Additional Fields	Monitor	9/12/02	11/2003	
CCR02-072	ASI Southwest region	CR21013	Validate Pronto VPI/VCI Prior to FOC	Monitor	9/25/02	9/27/03	
CCR02-073	ASI Southwest region	CR020761	Verigate Service Order Inquiry Doesn't Show Cancelled Orders	Monitor	9/26/02	9/27/03	
CCR02-074	Birch Southwest region	CR021228	Make FAX NO field Optional When the DRC Field is Populated	Monitor Review in 7/2003	10/01/02	12/13/03	
CCR02-076	Birch Southwest region	No CR Required	EBTA GUI to Verify and Test Switch Translations on Features and View Pending Orders by TN	Monitor Review in 7/2003	10/01/02	12/7/03	
CCR02-081	ASI		EBTA Time Change	Monitor	10/18/02	3/2004	
CCR03-044	The Pager & Phone Company	CR020242	SBC to Provide Demarcation Information	Monitor	5/19/03	9/27/03	
CCR03-072	Covad		Deny Closure of TT and Keep Same TT# Open	Monitor Review in	7/2/03	3/2004	

September 2003
(Revised 9/12/03)

CCR Number	CLEC & Regions (s)	CR Number	Description	Current Status	Submission Date	Target Completion Date	Completion Date
				7/2003			

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 00-025 CR020085 Prioritized for 6/14/03	WCOM WorldCom Southwest region	Roseann Kendall	Order Status (Ordering) 2-State, Midwest region, SNET	Approved (See CCR01-050 below) No Review	7/28/00 11/01/00

CLEC Verbatim Description:
Currently, per the Toolbar, Order Status USERS GUIDE, the circuit id and PON search types can only be used for pending orders. WCOM is requesting that this search criteria be expanded to include posted orders as well. Until this search can be expanded, the CLECs only other choice to pull posted orders is via the "C" order, but since the "C" order numbers are re-assigned quickly this method of pulling posted orders is not a reliable tool either. The verbatim was changed to add the request to query posted "(C) orders by PON.

SBC Response/Update:

7/31/03 – Changing status to Approved to match CCR01-050.

8/1/02 – The originator replied that the search for posted orders exists today only in SWBT for intervals longer than 7 days. SWBT keeps posted orders available for 3 calendar years. The documentation for Service Order Status in Verigate states that for PB/NB, orders which have posted within the last 48 hours are available. In AIT, posted orders are available for 7 days after posting. In SNET, they are available for 72 hours after posting. Per confirmation from the originator, the request should be as stated above. The status will change back to Pending and it will be moved to the 13-State CCR Log and associated with CCR01-050 submitted by WCOM. Since the CR was opened using this request, all future updates will be posted to that CCR.

6/7/02 – Change Management will get with the originator concerning the closure of this request.

2/9/01 – This will be put into Deferred status until April 2002.

SBC Response/Update:
8/31/00 – No response available at this time, will provide status by 9/15/00.
9/6/00 – SWBT CMP Meeting: WorldCom and Progressive Concepts stated that they go to posted order database by TN, but they still cannot pull up the order. They receive a message stating that they do not have authorization. SBC stated that there appears to be a problem with the logic, because CLECs should be able to pull up their orders. SBC stated that by 9/13, it would provide CLECs documentation outlining its plans to: 1) provide regular updates on the progress being made; 2) planned target dates for milestones; and 3) the short-term and long-term plans.
12/6/00 – SWBT CMP Meeting: WorldCom pointed out that the 10/24, 11/1, and 12/3 updates are incorrect. These updates are related to a different CCR and should be removed. After clarification, it was agreed that SBC would address the request as it was originally submitted and provide information on the order of magnitude and timeline.
1/10/01 – There is a CR990812 asking to be able to pull posted service orders by circuit ID. Will not be considered until at least April 2002 when we have a uniform interface. There has been another request submitted to request pulling posted service orders by PON. This will be considered at the same time as the CR 990812.
2/6/01 – No further update.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 01-018 CR030191 (11/13/04)	IP Communications SOUTHWEST REGION	Howard Siegel	Order (LEX) **All Regions**	Approved No Review (Prioritized for 3/15/03)	3/28/01

CLEC Verbatim Description:
All orders submitted which require conditioning (removal of bridged taps, load coils, etc.) are automatically placed in jeopardy status with a jeopardy code of 1P for "Facility Shortage". The CLEC must call the LSC on every order with this jeopardy code to ensure that the jeopardy is for conditioning and not for any other reason.

Calls to the LSC would be eliminated if a unique code were developed for "Conditioning Required". This would immediately improve productivity for both the CLECs and the SBC SWBT LSC.

SBC Response:

7/3/03 – Change Management has learned that this CR's requested date has been moved to 9/11/04 along with the entire project related to new Jeopardy Codes.

3/12/03 – Change Management has learned that this request is being included in a project to be implemented in either the 3Q or 4Q of this year. The new CR number covering this request and other work is CR030191. CR010189 will be put on HOLD in the LRB database pending this implementation. Change Management suggests leaving this request in Approved status until an exact implementation date is determined and then moving to Monitor.

9/27/02 – The SME is still working this issue.

9/5/02 – The originator has provided the requested example and the internal SME is working on tracing it back to its origin.

6/27/02 – Email sent to IP on 6/11/02. No response to date.

6/7/02 – Change Management was informed that the owner of this CCR is no longer with IP Communications. Change Management will contact another IP employee about getting the information requested.

6/6/02 – No information received from the originator as of today.

5/29/02 – The IP representative has agreed to provide examples of the verbiage received.

5/22/02 – Change Management learned from the SME that she would be willing to research the mapping issue for jeopardies downstream into jeopardies the CLECs receive if she could get from IP the exact verbiage that they have received on an LSR as described above. Change Management has asked the originator if they can provide this verbiage. The originator indicated that the jeopardies they receive are not 1P any more but 1X and 3B, but both of these codes have multiple meanings, some of which require CLEC action and some that do not. This information has been shared with the SME and a meeting set up for June 7, 2002 to check progress on this.

5/8/02 – A representative from IP Communications agreed to check this out. Will review in June.

4/16/02 – SBC asked if the CLECs could get this information from Provisioning Ordering Status (POS) and if this could be closed for the SBC PB/SBC NB/SBC SWBT region.

4/10/02 – Change Management has recontacted the SME on getting this CR worked. Meeting set for 5/3/02.

2/22/02 – Removed from 7 State CCR Log and added to 13 State CCR Log.

Page 14

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 01-018 CR030191 (11/13/04)	IP Communications SOUTHWEST REGION	Howard Siegel	Order (LEX) **All Regions**	Approved No Review (Prioritized for 3/15/03)	3/28/01

1/10/02 – No further update.
12/20/01 – This request has been changed to 13-State instead of just SBC SWBT since it will not be implemented prior to POR. The CR was reviewed in the LRB call of 12/19/01 for prioritization purposes.
12/3/01 – No further update at this time.
11/8/01 – No further update at this time.
10/05/01 – Change Management has learned that SBC is using only OBF jeopardy codes in the POR releases. There is no OBF code specifically for "Conditioning Required". The CR, which has been input by Change Management, will be the vehicle by which this request is handled. The CR will continue to be in the pool of CRs from which releases are built. However, there are no guarantees of implementation implied by the existence of that CR.
9/26/01 – Updated to be provided at the 10/4/01 meeting.
9/7/01 – Internal SMEs are still looking at this.
8/29/01 – Update to be provided at SBC SWBT CMP meeting on 9/6/01.
8/3/01 – Change Management has no further information at this time.
7/13/01 – Change Management has requested that a MAC code be added for "Conditioning Required" in the new 13-State document. Also with POR, the 1P jeopardy will be broken down into more detailed jeopardy codes. This issue has been escalated internally to higher management for assistance in the resolution.
7/1/01 – The originator learned that, at this time, there are no Missed Appointment Codes for conditioning required. Change Management has been told that new MAC codes are being added at POR specifically for DSL type services where conditioning is an issue and is trying to find out exactly what the codes are for.
6/8/01 – Per the SBC SME, Jeopardy Codes are meant to comply with the LSOG and to notify of a potential due date jeopardy. They are not meant to provide very detailed information. More detail can be obtained on orders using Provisioning Order Status (POS) and looking at the Missed Appointment Codes. The originator agreed to see if this method provided them with the desired information about their orders.
6/1/01 – No further update at this time.
5/4/01 – There was much discussion on this CCR at the SBC SWBT CMP meeting. However, the issue remains unresolved at this time. Change Management will investigate whether jeopardy codes in LSOG 5 will solve the problem.
4/26/01 – It does not appear that the LOC will be a source of additional information to resolve this issue. SBC Change Management is pursuing whether LSOG 5 addresses this.
4/6/01 – Tony Lloyd reported that there was a subset of codes available from the LOC which would distinguish this condition from other 1P reasons. Change Management is also investigating whether this is a unique code under LSOG 5.
3/30/01 – SBC has submitted CR 010189 with requested release date of 12/8/01. Also investigating operational fix.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCRAM 01-041 CR010750 CR020094 (3/13/04)	WCOM 2-State	Roseann Kendall	Ordering (LEX, EDI), LSOR/LSR Business Rules **2-State**	Approved No Review	12/19/01

CLEC Verbatim Description; Request to provide flow-through for UNE-P CLEC to CLEC conversion scenarios –
1. CLEC UNE-P to CLEC UNE-P Conversions as Specified;
2. CLEC Resale to CLEC UNE-P Conversions as Specified.

According to the current SBC/ Pacific Bell and Nevada Bell Change Management Flow-Through and Exceptions Matrices, UNE-P (Loop with Port) CLEC to CLEC Conversions is not listed as an order type which flows through or is mechanically generated. CLEC to CLEC conversions is listed as an Exception to UNE-P Flow-Through in the PacBell/NevBell region

This request is to enhance the SBC/PacBell/NevBell ordering systems – EDI and LEX – to provide flow-through for, and to mechanically generate, UNE-P CLEC to CLEC conversions (CLEC UNE-P to CLEC UNE-P, ACT:V & CLEC Resale to CLEC UNE-P, ACT:V).

This CCR is being submitted with a High priority level. It is critical that UNE-P CLEC to CLEC conversion orders are provided flow-through because as local competition between Local Service Providers increases, so will the number of UNE-P CLEC to CLEC conversions – thereby increasing the need to have the orders mechanically generated so that delays encountered with manual handling are avoided. Avoiding manual handling for this common order type will tremendously benefit both CLECs and SBC by saving the costs of manual order handling.

SBC Response:

7/3/03 – The CR020094 did not get committed for the Dec. 13, 2003 release so its requested date has been moved to 3/13/04.

3/12/03 – Change Management has learned that this request is covered by another CR that is being targeted for the 12/13/03 release. The new CR number is CR020094. CR010750 will be put on HOLD until the new CR is implemented. Change Management suggests leaving this request in Approved status until the new CR is committed to a release and then putting into Monitor.

9/27/02 – The SME was invited to attend the meeting to discuss this request and others.

9/12/02 – The originator and other CLECs would like for the flow-through SME to attend the next all region CMP meeting for the purpose of discussing CRs for flow-through and how they should be prioritized. Change Management agreed to invite the SME.

5/8/02 – The SME covered this in the course of her discussion of the Flow-Through and Exceptions Matrix. Her team will be the ones to write the Business Requirements for this work. She gave no estimated implementation date.

4/16/02 – Change Management will ask the SME to give an update in May.

3/28/02 – No further update at this time.

3/20/02 – Per the SME, CLEC Resale to CLEC UNE-P conversions as specified already flow through in SBC AIT, but not in any other region.

3/7/02 – Moved to the 13-State log.

2/20/02 – Changed Status to Approved.

1/16/02 – No further update.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCRAM 01-041 CR010750 CR020094 (3/13/04)	WCOM 2-State	Roseann Kendall	Ordering (LEX, EDI), LSOR/LSR Business Rules **2-State**	Approved No Review	12/19/01
12/21/01 – New CCR added to the log. CR010750 has been entered and currently carries a "Requested" date of 10/19/02.					

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 01-050 CR020085 (12/13/03) CR020904 CR020905 (7/17/04)	WCOM 2-State	Roseann Kendall	Ordering (Order Status) 2-State, Midwest region, SNET	Approved No Review (Prioritized for 6/14/03)	11/9/01

CLEC Verbatim Description: REQUEST TO ADD "POSTED INQUIRY" FUNCTIONALITY IN ENHANCED VERIGATE/ORDER STATUS FOR PACIFIC BELL, NEVADA BELL AND AMERITECH REGIONS.
Currently the Enhanced VeriGate system's Order Status functionality, planned for implementation 2/23/02, provides a "posted inquiry" functionality only for the SBC SWBT region. This "posted inquiry" functionality, available for the SBC SWBT region, makes it possible for the CLEC to view posted (completed) service order data. Using the "posted inquiry"functionality, CLECs can view posted service orders from the past three years as well as for the current year. WCOM is requesting that this "posted inquiry" functionality, as available in the SBC SWBT region, be provided for the PacBell, NevBell, and SBC AIT regions.   This CCR is being submitted with a High/Critical priority level. It is critical that CLECs have access to view and analyze the actions completed by SBC for its own service orders. WCOM's experience has proven that access to this service order information is needed to effectively manage issues that arise after the order has been completed. Without access to the service order data, the CLEC's ability to handle its end customer's issues is extremely limited.   Further, without access to this information, the CLEC must manually contact and involved SBC representatives to request and retrieve information on completed service orders. If the CLECs had access to such information, the need to contact SBC representatives for resolving questions about completed orders would be minimized. Thus the electronic availability of posted (completed) service orders would benefit SBC as well as the CLEC.
SBC Response:
7/3/03 – Change Management has learned that CR020085, for the 2-State region only, has been committed for the 12/13/03 release. The other 2 CRs, CR020904 and CR020905, are hopefuls for the 3/13/04 release.
3/28/03 – Change Management has learned that CR020085 was not committed for the 9/27/03 release. The request date has been rolled forward to 12/13/03. Change Management is working closely with the Business Process SME to ensure that this CR will get committed for the December '03 release.
3/12/03 – The CR020085 for the 2-State region is on the request list sent to IT for the 9/27/03 release. The Commit List for that release should be coming back from IT no later than the end of next week.
11/27/02 – No further update.
11/1/02 – The CR020085 above has been de-scoped to just PB/NB, since the regions will be deploying SPORT at different times. It is still carrying a requested date of 6/14/03. The CR for AIT region is CR020904 and the one for SNET region is CR020905.

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 01-050 CR020085 (12/13/03) CR020904 CR020905 (7/17/04)	WCOM 2-State	Roseann Kendall	Ordering (Order Status) 2-State, Midwest region, SNET	Approved No Review (Prioritized for 6/14/03)	11/9/01

9/27/02 – The SME has written the Business Requirements for this request. SBC IT has also been working on this. Requires establishing a database for each region for service orders. The SME, his director and the Director-Change Management have been advised that the CLECs want this escalated. As stated before, this is a very large project. The CR currently has a "Requested Date" of 6/14/03. Status will be changed to Approved.
9/12/02 – The originator asked if there was any implementation timeframe available for this CCR. Change Management replied that there was not. The originator asked that this be escalated. Change Management agreed. (Talked to Dennis Schuessler – he said that his team is working on the business requirements for this and IT already had it on their "To Do" list. Will require establishing a database in the other regions like what is in SWBT. I will send email to Dennis and his boss advising that the CLECs want this escalated.)
8/1/02 – No further update at this time.
7/11/02 – Change Management is working with the SMEs to identify and quantify the LSC benefits.
5/23/02 – Change Management has gone back to the SMEs for progress on this since POR. An internal meeting was held on 5/23/02 where Change Management learned that this may be a large enough effort to require a Business Case for hardware additions, etc. Change Management will contact the LSC SMEs on quantification of this CR. The Business SME will begin to work with IT to determine what would be required for implementation.
3/29/02 – A question was asked on the SBC PB/SBC NB CMP call if the status of this request should be Approved since a CR has been input into the database for it. Change Management responded that normally one would expect that to be true. However, the SMEs asked that the CR be input so they could accurately look at this from the CLEC standpoint. The SMEs hope to be able to do this, but are not certain they can.
3/7/02 – The 10/19/02 release date has been changed to 11/9/02.
2/22/02 – Change Management has input CR020085 to request these changes. It currently carries a "Requested" implementation date of 10/19/02.
1/31/02 – The originator has responded that they cannot get the information they need from any other source. Change Management will input a CR requesting the Posted Order Status functionality in SBC AIT, SBC PB, SBC NB and SBC SNET.
1/25/02 – Change Management has emailed the originator asking if WCOM has found an alternate source for the information they need.
1/10/02 – No further update at this time.
12/11/01 – Change Management has learned that the SBC SWBT is the only region with a database of posted orders. The other regions retain their posted orders between 2 and 7 days after posting. The originator has indicated that they are exploring other means of getting the information they need. If that effort fails, then Change Management will input a CR for this request, but it will take a huge effort to accomplish this. That CR will have to follow the normal prioritization process for a future release. SBC suggests leaving in Pending status for now.
11/19/01 – New CCR added to the log.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCRPN02-004 CR020219 (11/13/04) 2-State	Lightyear Communications	Chris Poynter	Ordering (LEX), Billing **2-State**	Approved No Review	3/13/02

CLEC Verbatim Description: Pursuant to conversations with Tony Lloyd, Lightyear is requesting mechanized flow-through eligibility for the following UNE-P components currently exceptions:
- Hunting – **CR020794 requested for 12/13/03 for 2-State region**
- 21+ Ports with Loops – **nothing planned at this time**
- CLEC-to-CLEC conversions – **CR020094 requested for 3/13/04**
- Number changes - **CR020958 requested for 3/13/04**
- RPON populated – **planned but no CR created as of 03/12/03**
- SOSC=PUB (ACT C) – **SMEs need more information on this from originator**
- SUP type-Cancel – **Implemented 3/15/03**

SBC Response:

9/5/03 – **Change Management sent a follow-up email to the contact at Lightyear about the next to the last item above.**

7/3/03 – Change Management has located the new contact within Lightyear and emailed him a copy of this page of the log. He will get it to his internal folks and determine if the request for SOSC=PUB (ACT C) is even needed any longer.

5/2/03 – Change Management verified that the format of the SOSC=PUB condition is valid only in LSOR 3.06. Sent email to the new contact asking if he wanted to reword the item for LSOR 5.03 or just cancel that portion of the request.

3/20/03 – Change Management presented the information on the specific requests as compared to the plans already in motion. Need to get more information or a better explanation on the SOSC=PUB (ACT C) from the originator. Since this was submitted last year, is this still a valid entry?

11/7/02 – Projected flow-through projects were discussed along with the 12-Month Development View.

11/1/02 – The SME will attend the 11/7/02 meeting.

9/27/02 – The flow-through SME will participate in the CMP meeting on 10/3/02 to discuss this request and others.

9/5/02 – The CCR was sent to the Flow-Through SME on 8/15/02. The CR is carrying a requested implementation date of 6/14/03.

8/8/02 – Status will be changed to Approved and no further updates provided until the CR020219 is committed to a release. Change Management agreed to send the Flow-Through SME a copy of this CCR.

7/11/02 – Change Management reported that the billing issues associated with this request have been fixed. There is no more CUF work to be done in conjunction with this. The remaining request is a valid CCR. No further status on the CR020219.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCRPN02-004 CR020219 (11/13/04)	Lightyear Communications	Chris Poynter	Ordering (LEX), Billing	Approved No Review	3/13/02
	2-State		**2-State**		
4/24/02 – The Flow-Through SME addressed this request on the call with SBC PB/SBC NB. Her responses reflected that:					
- Hunting has a CR written on it - 21+ Ports with Loops cannot flow through because it carries negotiated due dates - CLEC to CLEC conversions is being worked on now - Number Changes have a CR on them - RPON populated will be a huge project but she agreed to look at it - SOSC=PUB (ACT C) has no pending activity on it now. She will pull reports to look at volumes - SUP type=Cancel has a CR on it now					
4/18/02 – New CCR added to the log. CR020219 has been input for this request. It carries a requested date of 11/9/02. This will be reviewed for its applicability in other SBC regions. It could possibly be moved to the 13-State CCR Log.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCRPN02-011B CR030053 (11/13/04)	Talk America Midwest Region	Janine Truhn	Ordering (EDI) **2-State**	Approved No Review	5/2/02 (Split from A part 11/8/02)

CLEC Verbatim Description: Talk America is requesting that supplement orders that are not in response to fatal or manual rejects do not exception out. We are requesting this for UNE-P and Resale products. The "Pac Bell – Flow Through and Exceptions Version 3.06" document states that Cancel, Change DD, and Other supplements that are NOT Fatal or Manual Reject error corrections will exception.

SBC Response:

7/3/03 – The requested date on the CR has been moved to 9/11/04.

11/8/02 – Actually Change Management agreed to split this request into A and B parts, with what is committed for the 3/15/03 release being the A part and the SUPP 3 being the B part. **This is the B portion for SUPP 3 Only.**

11/7/02 – The originator agreed to generate a new CCR to cover the SUPP type 3 so that this request can be put into Monitor status until 3/15/03.

11/1/02 – Change Management has learned that CR020549 and CR020546 have been committed for the 3/15/03 release. Change Management has learned from the SME that SUPP 3 for REQTYP M is being looked at now for feasibility and volumes. There is no target date for implementation at this time. SUPP 3 for other REQTYPs will be addressed in the future. Change Management will ask the originator if they would prefer to send in a separate CCR for SUPP 3 and allow this one to be closed no later than the 3/15/03 release.

9/12/02 – No further update at this time.

8/21/02 – Change Management has determined the following on this request:
1. CR020091 (SWBT) has been committed for the 11/9/02 release, Supp1 (Cancels) only
2. CR020549 (PB/NB) is currently requested for the 3/15/03 release, Supp1 (Cancels) only
3. CR000731 (AIT) was implemented 8/3/02, both Supp1 (Cancels) and Supp2 (Due Date Changes).
4. CR020546 (PB/NB/SWBT) has been requested for the 3/15/03 release for flow-through for Supp2.

5/29/02 – Change Management has learned that there is an existing CR in PB/NB that would flow through Sup 1 and 2 requests. The CR number is CR020091 and was submitted to IT for the 11/9/02 release. This CR would only address future versions of the LSOR, not even 5.00. It has not been committed to by IT as of today. Change Management will continue to monitor the status of this request. The original CR did not get committed for the 11/9/02 release. However the originator of the CR has downsized the scope to include only Cancels, not due date changes. This will be escalated in an effort to get it into the 11/9/02 release.

5/23/02 – Internal meeting set for 5/24/02.

5/2/02 – New CCR added to the log.

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCRPN02-011C CR020757 (7/17/04)	Talk America Midwest Region	Janine Truhn	Ordering (EDI) 2-State	Approved No Review	5/2/02 (Split from A part 01/10/03)

CLEC Verbatim Description: Talk America is requesting that supplement orders that are not in response to fatal or manual rejects do not exception out. We are requesting this for UNE-P and Resale products. The "Pac Bell – Flow Through and Exceptions Version 3.06" document states that Cancel, Change DD, and Other supplements that are NOT Fatal or Manual Reject error corrections will exception.

SBC Response:

8/8/03 – Change Management reported that this CR was not a particularly high priority because it impacted only one region and there were many CRs that were 13-State which ranked higher.

7/18/03 – The originator asked Change Management to find out why this is taking so long to implement.

7/3/03 – The requested on the CR has been moved to 3/13/04.

1/10/03 – Change Management has learned that CR020546 below has been split into two parts, with the SWBT part still being committed for the 3/15/03 release. The PB/NB portion has been assigned a new CR number and is requested for the 9/27/03 release. **The CR number of 020757 and will be tracked on this part C of the original request.**

11/8/02 – Actually Change Management agreed to split this request into A and B parts, with what is committed for the 3/15/03 release being the A part and the SUPP 3 being the B part. This is the B portion for SUPP 3 Only.

11/7/02 – The originator agreed to generate a new CCR to cover the SUPP type 3 so that this request can be put into Monitor status until 3/15/03.

11/1/02 – Change Management has learned that CR020549 and CR020546 have been committed for the 3/15/03 release. Change Management has learned from the SME that SUPP 3 for REQTYP M is being looked at now for feasibility and volumes. There is no target date for implementation at this time. SUPP 3 for other REQTYPs will be addressed in the future. Change Management will ask the originator if they would prefer to send in a separate CCR for SUPP 3 and allow this one to be closed no later than the 3/15/03 release.

9/12/02 – No further update at this time.

8/21/02 – Change Management has determined the following on this request:
1. CR020091 (SWBT) has been committed for the 11/9/02 release, Supp1 (Cancels) only
2. CR020549 (PB/NB) is currently requested for the 3/15/03 release, Supp1 (Cancels) only
3. CR000731 (AIT) was implemented 8/3/02, both Supp1 (Cancels) and Supp2 (Due Date Changes).
4. CR020546 (PB/NB/SWBT) has been requested for the 3/15/03 release for flow-through for Supp2.

5/29/02 – Change Management has learned that there is an existing CR in PB/NB that would flow through Sup 1 and 2 requests. The CR number is CR020091 and was submitted to IT for the 11/9/02 release. This CR would only address future versions of the LSOR, not even 5.00. It has not been committed to by IT as of today. Change Management will continue to monitor the status of this request. The original CR did not get committed for the 11/9/02 release. However the originator of the CR has downsized the scope to include only Cancels, not due date changes. This will be escalated in an effort to get it into the 11/9/02 release.

5/23/02 – Internal meeting set for 5/24/02.

5/2/02 – New CCR added to the log.

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-027 No CR Required	IP Communications Southwest Region	Howard Siegel	Repair and Maintenance (EBTA) **All Regions**	Monitor 12/7/03	4/30/02

CLEC Verbatim Description: IP requests that EBTA record and display actions performed by the CLEC, such as Closed ticket but dispute status, or authorized, or denied authorization for dispatch.
SBC Response:
9/5/03 – The CAAWS team confirmed that CAAWS does carry the most current copy of the ticket, whether it is the one closed after a dispute was resolved or other situation. There will not be two copies of a ticket in CAAWS, only the most current.
8/8/03 – Change Management is awaiting a response from the CAAWS team on this. They believe that CAAWS is already doing this but wanted to verify.
7/18/03 – One CLEC asked Change Management to determine from the CAAWS team when CAAWS will show the new version of the ticket if the resolution code is changed.
5/2/03 – Change Management has learned that CAAWS will carry a new version of the WFA ticket if the resolution code was changed, as stated in CCR 02-025 above. There is still pending the CR for EBTA changes.
9/27/02 – Change Management has learned that the issue of Closed but Disputed tickets issue will be addressed in a future release of the CAAWS website. No timeframe available yet. EBTA SME has input a CR so that the history on a ticket will show the closed but disputed action and the status.
9/5/02 – Change Management has learned that EBTA can be made to show that a ticket was closed but disputed and the dispute status. If the ticket is open, there is a button that shows whether the authorization for dispatch has been granted or denied. Change Management will ask the originator for further information. The SME will put in a CR for the part of this request pertaining to closed but disputed tickets.
8/1/02 – Per the SME, this can be done. Will be looked at for future release. Status has been changed to Approved.
5/22/02 – This request has been forwarded to the OSS EBTA Support Team for inclusion in their package.
5/8/02 – Change Management has agreed to leave this request on the log because it contains additional requests that were not on CCR02-025.
4/30/02 – New CCR added to the log. This is the same as request CCR02-025 submitted by Jack Piticavong, RCN. SBC would like to close this CCR to CCR02-025

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-031	Alltel	Theresa Isbell	Trouble Admin (EBTA) **All Regions**	Approved No Review	5/7/02

CLEC Verbatim Description: **#1 -** We would like to request to be able to search by ML Ticket number in EBTA as allowed in the original trouble administration. **#2 -** We would also like to be notified when entering a circuit Id in that an open trouble has already been reported on that circuit id. The old Trouble Administration would do that as well but the new EBTA will only prompt you that the circuit Id has an open trouble after you have entered the whole ticket and hit submit.

SBC Response:

7/3/03 – The EBTA SME has advised Change Management that item #2 above will not be implemented in 2003 due to the complexity of the programming required.

9/27/02 – Item #1 above is available today. The SME has input a CR for Item #2 but has no definite timeframe for implementation yet.

9/5/02 – The SME agreed to enter a CR for the upfront notification of a pending ticket when entering a new ticket on a circuit ID. This CR will not even be looked at until mid-2003 for implementation due to the size of the programming effort. Status will be changed to Approved.

8/1/02 – Per the SME, the search capability is resolved by using the CTRL F on either the open or closed mask. The SBC SME has communicated this to the CCR originator. The ability to be notified up front that a ticket is already open on a TN would be a very large programming effort by IT and would require SBC to change the fundamental way it handles trouble tickets. It is still being looked at.

6/27/02 – Clarification sent to OSS EBTA Support Team. Asked them to provide status on this request in 7/11/02 meeting.

6/5/02 – The originator responded that the "ML" is the prefix on the ticket. This information will be provided to the EBTA OSS Support Team for an opportunity to resolve.

5/30/02 Change Management had no further update in the PB/NB meeting. Change Management sent email to the originator immediately following the PB/NB CMP meeting asking for clarification of "ML Ticket".

5/22/02 – Change Management has been asked to talk to the originator and determine exactly what she means by ML Ticket number. This will assist the OSS EBTA Support Team in doing their investigation.

5/8/02 – New CCR added to the log. Referred to the EBTA OSS Support Team.

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-057	TDS Metrocom	Thomas Spelsberg	Maintenance & Repair (EBTA GUI) **All Regions**	Approved No Review	8/15/02

CLEC Verbatim Description: More Specific EBTA Error Messages:

TDS Metrocom would like the error messages that show up in EBTA to be more specific.

Currently, the error message that we see is "Processing Failure Error. Server failed to process request."

At this point we don't know if there is a problem with the EBTA application, or if there is something wrong with the trouble ticket that we are trying to submit. We must then call Ameritech support and they can see what is wrong (either info missing from the ticket or something is wrong with EBTA).

This change would reduce calls to Ameritech's support team, and allow CLECs to process trouble tickets more efficiently.

SBC Response:

7/3/03 – The EBTA SME is hopeful that this will be implemented in 2003.

9/5/02 – The SME stated that he would input a CR for this request. No timeframe information available at this time. Status will be shown as approved.

8/20/02 – New CCR added to the log. Change Management has sent this to the EBTA OSS Support Team.

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-063 CR030377 (11/13/04)	ASI	Myra Lee	Ordering (LEX, EDI) **All Regions**	Approved No Review	8/30/02

CLEC Verbatim Description:
REQTYP(s)__A_____   Activity Type(s) ___HFPL_____

ASI is currently receiving some non Telcordia standard formats or incorrect ECCKTs (typo error) on FOC responses. Non-standard formatted ECCKTs have caused problems for ASI in flowing required service order supplements in SORD needed to build the ECCKT database in NSDB, for use in Ebonding for trouble ticket purposes after service installation. ASI is requesting an edit be placed on all outbound FOCs to verify the ECCKT format (& content) prior to FOC transmission. In this way, both ASI and SBC will be able to retain a correct ECCKT in our databases for future use. Examples of incorrect formatted ECCKTs can be supplied on request. ASI's concentration is on line sharing, broadband and dry loop ECCKTs.

SBC Response:

7/3/03 – Change Management contacted the SME on the "duplicate ECCKT" project. Midwest region does have duplicate ECCKTs because they ran out of ECCKTs about 2 years ago. There is a CR to add the TN to the ECCKT on the Loss Notification. As of April, CABS is adding virgule TN to the end of the ECCKT so there will be no duplicate ECCKTs. However, this was a problem for EBTA, WFA, TIRKS and other provisioning systems. Change Management and the SMEs are looking at the data provided by ASI very closely because the changes required may involve some SBC legacy systems, not just OSS systems.

6/5/03 – Several CLECs questioned why SBC could not proceed with this issue while the 'duplicate ECCKT' project was going on and Change Management explained that the format of the ECCKT could change and cause rework. CLECs wanted to know what the 'duplicate ECCKT' project was and whether an Accessible Letter could be sent out on it. Change Management agreed to do research and provide more information at the next meeting.

5/30/03 – Based on an internal conference call, Change Management will rework the CR to indicate that the edit required must be in SORD (both for 2-State and Southwest region), ASON and SONAR and will prevent the distribution of orders with ECCKTs that are in invalid formats. Many of the problems that ASI had before were in the LSC due to reps correcting the format but not sending a PIA notification back to ASI. Without that notification, ASI's records were never corrected. The reps in the Southwest region have been covered twice now on the requirements for the PIA notification. The material used for those "tailgate sessions" will be forwarded to the 2-State LSC, the Midwest LSC and the LSC in SNET for similar coverage with the reps. Per the CARE team manager and the OSS Customer Support manager, who were on the call, the volume of errors experienced by ASI is down to around 20 per month now. This CR will be included in a project being worked on duplicate ECCKTs, since that project may change the format of the ECCKTs. Suggest showing this as Approved and then No Review. Change Management will touch base with the SME on this periodically.

5/2/03 - Internal SMEs analyzed the new report provided by the originator. There were cases where service reps were fixing MOG errors and made an error on the ECCKT themselves. Change Management has input CR030377 asking for an edit in LASR to prevent a manual FOC if the ECCKT is in an incorrect format.

3/6/03 – The originator has provided a new report. Change Management will provide it back to the SMEs for analysis again.

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-063 CR030377 (11/13/04)	ASI	Myra Lee	Ordering (LEX, EDI) **All Regions**	Approved No Review	8/30/02

2/14/03 – Examples provided in the new file were all Access circuits with the exception of 74 in SNET which will all be fixed with the March release (the leading period "." Problem). Unless the originator has other examples, Change Management will track the CR010353 in the Midwest region until implementation and then ask to close this request.
1/16/03 – Change Management learned at the January meeting that Myra Lee will be the new representative for ASI at the CMP meetings. She indicated that the report sent earlier did not have the correct search criteria in it and promised to send another report. Change Management agreed to send that report to the SMEs for analysis.
1/10/03 – Change Management learned, after receiving email from the originator that the problem was still occurring, that the CR was not implemented in AIT region after all. The examples provided were almost exclusively in SNET and PB. There is a project going on in AIT to eliminate duplicate ECCKTs that are creating problems with electronic bonding. The originator has sent additional examples for the SNET region is having the most serious problem at this time. There is a CR being implemented in 3/15/03 that will correct some invalid ECCKT formats in SNET. The examples will be looked at carefully to determine if this is the sole source of the SNET problems, and actions will be taken accordingly.
11/1/02 – In the AIT region, a CR was implemented to validate the format of several fields being returned via a manual FOC, including the ECCKT. The SMEs are still looking at the list of examples and comparing them to the list of valid formats.
9/27/02 – The SME is still analyzing the examples from ASI. No further update at this time.
9/12/02 – The information has been received from the originator and forwarded to the SME.
9/5/02 – SBC internal SME has asked for more specific information from the originator.
8/30/02 – New CCR added to the log. Examples have been requested from the originator.

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-067 CR020950 (3/13/04) CR030457 (3/13/04)	Talk America Midwest Region	Janine Truhn	Ordering (LEX, EDI) **All Regions**	Approved Review in 9/2003	9/10/02

CLEC Verbatim Description: Currently SBC sends a reject for Invalid TN/Feature but does not include the invalid value. Talk America would like for the reject to be expanded to include the value that the order was rejected for.	
SBC Response:	
9/10/03 – Change Management advised that it is time to open the DR and will get with Talk to do that. The status should have changed to Approved already but it will be changed with this month's update.	
9/5/03 – Change Management learned that internal SMEs got with the MOR application team and have identified errors that contributed to the specific problems Talk provided in their examples. These will be grouped together into one DR opened by Talk and worked as a DR. Change Management asked Talk to see if they were having these same problems in other regions. If so, then Change Management would like to get examples from there also. If any more problems come up after the DR is worked in the Midwest region, then SBC will need to get back with MOR and eventually open another DR.	
8/8/03 – Change Management will continue to work this issue with the SMEs.	
7/31/03 – CR020950 is not a 13-State CR because the function is available in all the other regions, per the SME. Both Change Management and the SMEs then questioned why this does not appear to be happening correctly in the Midwest Region. This will be investigated. Change Management will follow up with the SMEs on their progress with the examples provided.	
7/18/03 – The CLECs asked why CR020950 was not 13-State. Change Management agreed to find out. They also asked if the error message applied only to the two regions covered by CR020950. Change Management agreed to find that out also.	
7/3/03 – The originator provided examples as requested by Change Management. The SMEs are looking at them now. Change Management did learn that there is a CR020950 which will satisfy this request for a very limited scope: Southwest and West regions only, UNE-P only, features only. It is currently being worked on with the intention of getting it on the "wish list" that will go to IT for the March release. The SMEs are working with Change Management to cover the rest of the request and a meeting is scheduled with them for Friday, July 11th.	
5/30/03 – Change Management has input the CR030457 with a requested implementation date of 3/14/04. However, since this is a brand new CR, it will get rolled to June '04 soon as there are no Business Requirements started on it.	
5/15/03 – Change Management talked with the originator about this request and learned that she is interested in simple Resale or UNE-P type orders, where a rep may have made a typo on a feature or entered a feature that is not valid in the switch that they did not catch during pre-order checks or made a typo on the TN and it is not valid in the switch. Change Management will input a CR and advise the originator of the number.	
5/2/03 – Update will be provided on the 5/15 conference call.	
3/21/03 – Change Management had a conference call with one Product manager. Has to follow up with the other Product manager and the Business Process manager to get this started. More information will be provided at the next meeting.	
2/14/03 – Change Management has set up a conference call with the Product managers for 2/25/03. Will have an update at the March meeting.	

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-067 CR020950 (3/13/04) CR030457 (3/13/04)	Talk America Midwest Region	Janine Truhn	Ordering (LEX, EDI) **All Regions**	Approved Review in 9/2003	9/10/02
1/10/03 – Change Management will have a verbal update on this at the January meeting.					
9/27/02 – Change Management learned that in the case of a single TN/Feature on the order, the reject should be connected with an xNUM, so it should be identifiable. In the case of multiple TNs/Features, Change Management will have to get with the Product group(s) to determine feasibility.					
9/10/02 – New CCR added to the log.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
Attachment 4
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-068 CR030619 (11/13/04)	Talk America Midwest Region	Janine Truhn	Other (Test Environment) **All Regions**	Approved Review in 9/2003	9/11/02
CLEC Verbatim Description: Talk is requesting a handful of test accounts for regression testing of ordering and pre-ordering for all regions. Requesting anytime, not just during test week.					
SBC Response:					
9/10/03 – The SME stated that this project is moving forward with implementation planned for 2004. He will provide further information at the October or November CMP meeting.					
9/5/03 – The SME will attend the September meeting to talk about this topic.					
8/8/03 – The CLECs indicated that this issue was still open and they would like the testing SME to come to the September meeting.					
7/31/03 – The testing SME will attend the August meeting to discuss his plans for implementing this request.					
7/18/03 – The originator asked that this CR be marked for discussion every month. Change Management agreed to do so.					
7/3/03 – The conference call was held on 6/6/03 and was well attended by the CLECs. The CLECs presented what their desires were in terms of a testing environment and there was discussion about developing this environment in phases. The SBC SME asked CLECs what they did and did not like about SBC's current test environment and also what they did and did not like about other ILECs' test environments that they work in. This SME will be responsible for assimilating all this information and developing a business case and CR for what will represent the first phase of implementation if a phased implementation is required. CLECs will have input into the phased approach if that is the method of deployment. This project cannot be implemented before 2004, but it is not known yet even which quarter of 2004 or which half of 2004 this could be targeted for. That information will be provided by Change Management as soon as it is developed.					
5/30/03 – The conference call will be held on Friday 6/6/03 and the Accessible Letter number is CLECALLS03-084.					
5/15/03 – During the 5/8 CMP meeting, SBC agreed to host a conference call with all interested CLECs to discuss their requirements for a test deck. There will be an Accessible Letter sent out announcing the date and other details of this call.					
5/2/03 – The subject of test deck and other testing issues will be discussed at the May meeting. The originator still intends to get with the other CLEC and present what they want for testing purposes.					
2/21/03 – The originator reported that she and the other CLEC will still get together on this. It was also pointed out that the presentation made by Brian Letson, SBC, on today's call may eliminate the need for this CCR. The originator will also look into that.					
12/6/02 – The originator does not want this request closed. She will get with the CLEC who is co-sponsoring this request and work out the details of what they would like to have and bring it to Change Management as soon as possible.					
11/27/02 – Change Management has invited the originator to submit specific details on the test deck it would like to have built to do this testing. None have been received to date. Change Management will ask to close this request at the December meeting.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-068 CR030619 (11/13/04)	Talk America Midwest Region	Janine Truhn	Other (Test Environment) **All Regions**	Approved Review in 9/2003	9/11/02
9/27/02 – Change Management held an internal conference call on this CCR. The CCR needs to have more detailed information provided by the originator for proper feasibility. Sent email to originator on that. Also asked originator to put this CCR on Hold until after a follow-up testing call in October. SBC believes that its test environment satisfies the spirit of this request. Originator invited to test with SBC at any time, not just pre-conversion.					
9/11/02 – New CCR added to the log.					

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-075	Birch Southwest Region	Mel Wagner	Ordering (LEX), LSOR/LSR Business Rules **Southwest Region**	Approved Review in 9/2003	10/01/02

CLEC Verbatim Description: Birch respectively submits the following CMP change request: REQTYPE A; ACT D

Birch requests the ability to electronically submit a Facility to UNEP CLEC to CLEC order via Web-LEX. The current business rules per the LSOR allow the winning CLEC to electronically submit the "New" and "Disconnect "LSRs of the 2-LSR process. Since April '02, Birch has been unable to submit orders electronically and have utilized a manual workaround to process the "Disconnect" LSR of the 2-LSR migration process. As a result of receiving the "IF0058 – LSR-CC Invalid for TNs/ECCKT, Birch's only option has been to submit all these order manually via fax.

If elimination of the IF0058 error is not technically feasible, Birch suggests the following alternative solution. The wining CLEC would provide all applicable ECCKT information via an LSR tracking sheet and SBC would be responsible for creating and submitting the associated "Disconnect" order.

History: Per CMP, SBC opened a Defect Request and establish the aforementioned workaround post-POR/5.0. Subsequently, SBC migrated the DR to an internal Change Request (CR20339) which was to ultimately eliminate the manual workaround and eliminate the "IF0070 – LSR BAN1 invalid for CC" on the "Disconnect" order. Per CMP, this CR was implemented with 5.01. Post 5.01, Birch has validated the IF0070 error was resolved but now has been replaced with "IF0058 – LSR-CC Invalid for TNs/ECCKT.

Benefit: The successful implementation of this change request would greatly reduce manual intervention and provide a more streamlined and efficient processing/tracking solution.

SBC Response:

9/10/03 – Change Management reported that internal SMEs were reviewing the TPUC document to determine how SBC would be implementing it. Right now, its provisions will be implemented only in the Southwest region, but SBC will naturally work toward consistency across all its regions. SBC has 30 days from the date of the order to implement in Texas. The date of the order was 9/7/03.

9/5/03 – While the Industry Markets team was working on the management team meetings, M&Ps, etc., the TPUC issued their ruling on CLEC-to-CLEC migrations. Now SBC has to ensure that our proposed process complies with the ruling and there are some internal issues to be decided before this plan can be rolled out. There is currently no estimated date for the roll out.

7/3/03 – Change Management and the LSC Technical Support representative for the Southwest region spoke with the SME about an estimated implementation date for this process. One of the reasons it has taken so long to implement, according to him, is that it had to be made consistent with the CLEC-to-CLEC migration efforts going on in Texas which will likely be expanded to cover 13-States. The overview sessions with the LSC upper management teams are complete and the SME will escalate this through the M&P process. His best estimate for implementation is still the latter half of August, as this process will have to be defined and issued via Accessible Letter before it can be put in place. SBC will likely issue it as an Exception Request letter asking for a 2 week implementation date and giving a 2 week comment cycle for the CLECs. If there are no CLEC objections received during the comment cycle, then at the end of that cycle the process will be put in place.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-075	Birch Southwest Region	Mel Wagner	Ordering (LEX), LSOR/LSR Business Rules **Southwest Region**	Approved Review in 9/2003	10/01/02

5/15/03 – Change Management reported that the SME was still having meetings with the LSC upper management team, with another meeting scheduled for next week. He had no estimated implementation date yet.
5/2/03 –Per the SME, the meetings with the LSC management teams will occur the week of the 12th and then M&P can begin their roll-out. More information will be available for the call on 5/15.
2/21/03 – Change Management reported that the estimated implementation time for the single LSR process is 30 days. It was also confirmed that this process also exists in LSOG 7, but until then the Remarks field will have to be utilized. The status will be changed to Approved.
2/13/03 – Change Management has learned that the SME is working with Product Management and Policy on a single LSR process involving reusing a loop that would allow CLECs to submit this mechanically and there would be no "D" order involved. Estimated timeframe for Policy/Product decision is not available at this time, but Change Management will get an estimated decision timeframe and estimated implementation timeframe for the CMP meeting on the 20th. The ability may be already included in OBF for LSOG 7 for this, but until then the Remarks field will have to be utilized.
1/16/03 – Change Management reported that Sherron Robinson has developed a solution to this request. She requests that the CLECs fax the ACT D LSR to the non-bar-coded fax number and cross-reference it to the mechanized ACT N LSR using the RPON. The service rep will know to process them together. Sherron has also asked to have this process documented in the LSOR Non-Mechanized Ordering Scenario Table in the CLEC Handbook. She will do a "What's New" on this and request an M&P change as well as an Accessible Letter. She expects to complete this by the February meeting. Birch offered to test any or all of this with Sherron.
1/10/03 – Change Management will give a verbal update at the January meeting.
12/6/02 – Birch asked about the status on this request in the meeting. Change Management responded that a manual procedure still had to be worked out with the SWBT LSC. The procedure will eventually be rolled out to all states. Birch indicated that they would be more than happy to be involved in the development process of this in SWBT.
11/27/02 – No further update.
11/1/02 – Change Management has learned that there is no way for Birch to process these requests electronically themselves, as it would involve issuing a disconnect against an account that does not belong to them. Birch wants to reuse facilities in this migration process. The proposed alternative solution will be discussed with the LSC for acceptance.
10/3/02 – New CCR added to the log.

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-077 CR030048 (11/13/04)	ASI Southwest Region	Myra Lee	Ordering (EDI) **Southwest Region-**All Regions	Approved No Review	10/4/02

CLEC Verbatim Description: Currently Line Loss Notification (836) is received once prior to the Telco order being completed. ASI is requesting a second Line Loss Notification confirming the order's completion (order posting) or cancellation (order canceled). This is enhancement is needed to improve the functionality and efficiency of the Line Loss Notification (836) process.					
SBC Response:					
8/19/03 – The originator has asked for this to be escalated. The Director of Change Management is escalating on their behalf.					
7/3/03 – The requested implementation date has been moved forward to 9/11/04.					
5/2/03 – The originator still wants the notification requested here as a positive indication that the migration order has been completed.					
3/6/03 – Change Management has learned that with LSOR 6 also comes notification when the due date is changed. Change Management will discuss with the originator whether this will satisfy the request.					
1/10/03 – Change Management has input CR030048 and it currently carries a requested release date of 9/27/03.					
12/6/02 – During the meeting, Covad indicated that they also supported this request. Change Management will input a CR to cover this request.					
11/27/02 – Change Management has had a subsequent discussion with the SME on this request. Recognizing that the issue of a cancellation still poses a problem, is it not enough for CLECs to know that they will be notified when the retail order is originated (with the due date of that order) and if that due date is changed? After that there are only two other choices: the order is worked or cancelled. Next June's release will give us the cancellation notification, which is not dependent on versions. This request can be worked if absolutely necessary, but really needs support from more than one CLEC and all CLECs need to recognize that it will have to go through the normal prioritization process. Implementation could not possibly be before 4Q03.					
10/7/02 – New CCR added to the log. Change Management has learned that a Line Loss Notification (LLN) is sent today to the DSL provider if Retail issues a supplement that changes the due date or another facet of the original order. With LSOG 6, it is planned to also send an LLN if the Retail order is cancelled. ASI has said that the current process often leads to a problem with their end-user if they issue a disconnect order after getting the initial LLN.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-078	RCN Midwest Region	Jack Piticavong	Maintenance & Repair (EBTA) **All Regions**	Closed 9/10/03 Review in 9/2003	10/8/02
CLEC Verbatim Description: RCN would like to request in the EBTA closed ticket screen, the additional option to display and sort the "closeout action" of the trouble ticket. Specifically the closeout actions: Close, Close-Dispute Duration, and Close-Dispute Trouble Found.					
SBC Response:					
9/10/03 – The originator agreed that this could be closed.					
9/5/03 – Change Management sent email to the originator about closing this request on 8/12/03. Change Management will ask to close this in the September meeting.					
8/8/03 – Change Management has learned that a recent change in EBTA in the Midwest region leaves the ticket open if it is disputed. This feature was already available in the other regions. The originator was not on the call, so Change Management will contact him about closing this request.					
11/27/02 – No timeframe available.					
11/1/02 – The EBTA OSS SME will input a CR for this request.					
10/8/02 – New CCR added to the log and forwarded to the EBTA OSS Support Team.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-079	RCN Midwest Region	Jack Piticavong	Maintenance & Repair (EBTA) **All Regions**	Monitor 12/7/03	10/8/02
CLEC Verbatim Description: RCN would like to request in the EBTA closed ticket screen, the additional option to display and sort the "duration time" of the trouble ticket.					
SBC Response:					
9/5/03 – This will be implemented on 12/7/03. Status will be changed to Monitor.					
11/27/02 – No timeframe available. Asked originator to specify which "duration time" he wants to be able to sort on. He specified "Total Duration".					
11/1/02 – The EBTA OSS SME will input a CR for this request.					
10/8/02 – New CCR added to the log and forwarded to the EBTA OSS Support Team.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-083	AT&T Midwest Region	Becky Webber	Billing (CABS) **Midwest Region**	Approved No Review	10/23/02

CLEC Verbatim Description: The SBC Ameritech CABS bills currently reflect UNE-P OC&C charges as Intrastate/InterLATA and not as Local. The UNE-P MAC (monthly recurring expense) amounts in the CABS bill are provided as Intrastate and not as Local. We would like SBC to provide UNE-P amounts in the Local sections of the CABS bills and not to provide these amounts as intrastate intraLATA or interLATA.
SBC Response:
8/19/03 – There is still no specific date for the CABS release, but April 2004 is still the month.
7/3/03 – There is still no specific date for the CABS release, but this request will be implemented in 4/2004.
5/2/03 – Change Management has now learned that this will be resolved via a CABS change, tentatively scheduled for 4/2004, and so will be available to all CLECs. Status will remain approved until Change Management gets a firm implementation date.
3/20/03 – Change Management has been advised that this request would not be worked via CABS but would be resolved by AT&T's Account Team. Other CLECs still want the resolution that AT&T asked for here, so Change Management will have to pursue with the AT&T team what their resolution is.
11/7/02 – Change Management reported that, per the CABS SME, this has been assigned to a Project Manager. The best estimate at this time for implementation is June 2003. Status will be changed to Approved and it will not be reviewed again until June 2003 unless Change Management learns that it will be implemented sooner than that.
10/24/02 – New CCR added to log.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-086	ASI Southwest Region	Myra Lee	Pre-Ordering (Verigate) **All Regions**	Approved No Review	11/5/02

CLEC Verbatim Description: Currently Verigate's Order Status-Posted Inquiry is only available for the SWBT region. CCR00-025 is requesting the Posted Inquiry be expanded to the entire SBC region. ASI is requesting Service Order Details be accessible from the Posted Inquiry in the entire SBC region. Cancel Orders with Service Order Details is included in this request for retrievability through Posted Inquiry. This information is needed to improve the functionality and efficiency of the order processing.
SBC Response:
9/5/03 – Both CR020904 and CR020905 have been moved out to 7/17/04.
7/3/03 – Change Management has learned that CR020761 has been committed for the 9/27/03 release and CR020085 has been committed for the 12/13/03 release. The other two, CR020904 and CR020905, are hopefuls for the 3/13/04 release.
1/10/03 – The originator contacted her internal SME who agreed that the combination of CRs seems to satisfy their request. ASI would like to monitor this request until all the CRs have been implemented. Status will remain Approved until all the CRs are committed to releases.
12/10/02 – The originator agreed during the meeting to check with her internal users to determine if the existing CRs would satisfy the requirements of this request and get back with Change Management. The status has been changed to Approved until the following CRs are committed to releases: CR020761 (requested for 6/14/03), CR020085 (requested for 6/14/03), CR020904 (requested 9/27/03) and CR020905 (requested 9/27/03).
11/19/02 – Per the SME, service order details are being provided today in the SWBT region. Once the three CRs for the other regions have been implemented this capability will also be available there. Also, CCR02-073 asks for Verigate's Order Status Service Order Inquiry to show Cancelled orders. CR020761 covers this work and currently carries a 6/14/03 requested implementation date. Does the combination of all these satisfy this request?
11/13/02 – New CCR added to log.

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-087	Talk America Midwest Region	Janine Truhn	Pre-Ordering (Verigate) **Midwest Region**	Pending No Review	11/11/02

CLEC Verbatim Description: For REQTYP M, ACT N, T, C. Enhanced Verigate ToolBar function, Address Validation. Populate WSOPI field when validating an address to indicate if there is working service on premise. By enabling this field would eliminate the problems CLECs are having with orders that involve working service.	
SBC Response:	
5/2/03 – SBC is investigating other ways of providing WSOP information to CLECs.	
2/21/03 – Change Management reported that in the Midwest region, address validation is done using the SAG database, which does not have the WSOP information in it. The other regions use the PREMIS database, which does have the WSOP information. In the Midwest region, the LFACS database could be used for both address validation and WSOP, but doing both transactions takes too long, and doing a separate transaction for WSOP is not OBF compliant. That is the reason this is not being done at this time. Change Management agreed to determine if the WSOP information could be provided using another method.	
2/14/03 –Update will be provided in the 2/20/03 meeting.	
1/16/03 – Change Management learned from the SME that SBC does not have a valid source to provide this information in the pre-order environment. There are no plans currently to make this type of change. The CLECs vigorously challenged this response and asked how SBC could work their own trouble tickets without knowing where the working pairs are. Change Management agreed to dig deeper on this request.	
1/10/03 – Change Management will give a verbal update on this in the January meeting.	
11/19/02 – The WSOPI field is used in all regions except AIT. It is returned in Verigate to indicate the existence of working service at the validated address. This allows the CLEC to indicate on their LSR what they want SBC to do about that working service. So the scope of this request will be changed from "AIT, PB, SWBT" to just "AIT". Change Management will have to get with the SMEs for AIT to determine whether this field can be put to use in AIT for pre-order.	
11/13/02 – New CCR added to log.	

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-003	AT&T	Becky Webber	Ordering (LEX) **All Regions**	Pending Review in 9/2003	2/6/03

CLEC Verbatim Description: AT&T would like to receive TN's on all WEBLEX Line Loss Notifications. Currently, the information is reported by how the winning company (CLEC or ILEC) requests the TN, so are reported by TN, ECCKT (circuit), or both. This inconsistency makes it virtually impossible for AT&T to mechanize the Line Loss Notification process. Amendment to original request: Originator requests to have this also include EDI line loss notifications.
SBC Response:
9/10/03 – Change Management stated in the meeting that all the responses received so far had been in favor of the request. An Accessible Letter would be sent next week with the results of the polling. If the request is accepted, the status will be changed to Approved and the SBC SME will open a CR to cover the work required for implementation.
9/5/03 – Change Management issued the Accessible Letter on 8/19/03. The letter number is CLECALLS03-148 and CLECALLS03-149. The CLEC response deadline is September 10, 2003, the date of the September Change Management meeting.
7/3/03 – The examples have been received and forwarded to the SME for analysis and a conference call was held on July 8th. Change Management and the Business SME learned that on certain types of LSRs there are multiple P01 loops sent for the Toll File Guide, the CABS order, etc. and this causes multiple P01 segments. Change Management will ask for discussion in the July meeting on whether for those scenarios, which is basically everything except winbacks and Line Sharing, and especially in the Southwest region, the CLECs would be satisfied with getting only the TN and not the TN plus the ECCKT. If the consensus is "Yes", then it appears that this request can be satisfied.
5/15/03 – Change Management learned from the originating CLEC that the information returned is not consistent by region as indicated by the SMEs. The originating CLEC will send examples that show this inconsistency, which Change Management will provide to the SMEs.
5/2/03 – Change Management has learned that the TN always comes back in the P01 segment as AT&T pointed out in the March meeting. But which sub-segment depends on how much information has to be returned on that LLN. All LLNs are different and contain different amounts of information. So CLECs must look for it in the P01 segment but it can be in either position. Change Management also learned that there are products, such as UNE-L, for which there will never be a TN returned. The originator has some UNE-L but provides mostly UNE-P. Per the notification SME, the TN for UNE-P is returned in the LLN based on where it is place in the service order. In the 2-State and Southwest regions, it is on the service order as a CLT ECCKT and so is returned as an ECCKT. In the Midwest region it appears on the order as a TN and is returned as such. So the methods are consistent for each region because the placement is consistent on the service order. Change Management will ask the originator if this is adequate to satisfy their request.
3/20/03 – The originator indicated that sometimes the TNs come back in the P01-01 segment and sometimes in the P01-02. They asked where it should come back and if it should always come back in the same place. Change Management stated that both CLECs must be on the Common Platform to get LLNs (the common platform includes LSOG 4 for the Midwest region).
3/12/03 – Amended request per email and new request form from originator.
2/21/03 – According to an SBC EDI SME who was on the call, the EDI mapping says the TN is to go in the required field and the ECCKT is optional. Change Management will have to pursue this and find out why the TN is not always being provided on the LLNs.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-003	AT&T	Becky Webber	Ordering (LEX) **All Regions**	Pending Review in 9/2003	2/6/03
2/12/03 – New CCR added to log.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-004	Proprietary	Proprietary	Ordering (LEX) **All Regions**	Not Approved 9/10/03 Review in 9/2003	2/13/03

CLEC Verbatim Description: Update LEX to include additional fields for Alternate LCON (ALTLCON) and Alternate LCON Telephone Number (ALTLCON TELNO). These fields would be added to the End User-Location section. The requirement would include that these fields would pass from the LSC to the LOC with the LCON information. This enhancement would allow for fewer jeopardies due to LCON not available.
SBC Response:
9/5/03 – Change Management has followed up again with the SME on this request. The SME advised that these fields had not been activated in the SBC regions because there was no place to put them on the service orders. The LCON information, if it had its own space on the service order, had a very limited space. In some regions the LCON information had to go in Remarks along with many other pieces of information. Change Management will contact the originator about showing this request as Not Approved.
7/3/03 – Change Management has asked SME how to go about putting these fields in use.
5/2/03 – Change Management did find that these two fields are numbers 102 and 103 in LSOR 6.00 but they are not being used. Change Management will find out if and when they will be opened for use.
2/21/03 – While on the call, a CLEC participant who was very familiar with LSOG 6 looked to see if these fields were in LSOG 6. They were not. He did find a field "ACC" for "Access Instructions" which is 115 bytes in both LSOG 5 & 6 which could possibly be used for this information. Change Management will get with the SMEs to ask if they would sanction the use of that field for this purpose and make all the appropriate documentation changes.
2/13/03 – New CCR added to log.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-006 CR030476 (12/11/04)	WCOM	Terri McMillon	Ordering (EDI, LEX) **All Regions**	Approved Review in 9/2003	2/14/03

		M-F	Saturday	Sunday
EDI Ordering Gateway [3,6]	AIT, SWBT, PB/NB, SNET	00:00 - 01:00 05:00 - 23:59	00:00 - 01:00 05:00 - 23:59	00:00 - 01:00 05:00 - 23:59
SBC Order Processing Hours				
[3] **AIT Order Processing hours are: M-F 06:00 - 23:00, Sat 07:00 - 19:00 CT, Sun none**				
SWBT Order Processing hours are: M-F 06:00 - 23:59, Sat 06:00 - 23:30, Sun 10:00 - 23:30 CT				
PB/NB Order Processing hours are: M-F 06:00 - 23:00, Sat 06:00 - 19:00, Sun 10:00 - 18:00 PT				
SNET Order Processing hours are: Mon - Sat 06:00 - 22:00 ET. Sun - None.				
Hours of Operation for Ordering in Gray				
Down time is in Blue				
DOWNTIME IN DARK BLUE-GRAY				

	SBC-West (PacBell)	SBC-Southwest (SWBT)	SBC-Midwest (AIT)	SNET
	Pacific	**Central**	**Central**	**Eastern**
Saturday	21:00	**23:00***	23:00	0:00
Saturday	22:00	0:00	0:00	1:00
Saturday	**23:00**	**1:00**	**1:00**	**2:00**
Saturday	**0:00**	**2:00**	**2:00**	**3:00**
Saturday	**1:00**	**3:00**	**3:00**	**4:00**
Saturday	**2:00**	**4:00**	**4:00**	**5:00**
Saturday	3:00	5:00	5:00	**6:00**

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-006 CR030476 (12/11/04)	WCOM	Terri McMillon	Ordering (EDI, LEX) **All Regions**	Approved Review in 9/2003	2/14/03
Saturday	4:00	6:00	6:00	7:00	
Saturday	5:00	7:00	7:00	8:00	
Saturday	6:00	8:00	8:00	9:00	
Saturday	7:00	9:00	9:00	10:00	
Saturday	8:00	10:00	10:00	11:00	
Saturday	9:00	11:00	11:00	12:00	
Saturday	10:00	12:00	12:00	13:00	
Saturday	11:00	13:00	13:00	14:00	
Saturday	12:00	14:00	14:00	15:00	
Saturday	13:00	15:00	15:00	16:00	
Saturday	14:00	16:00	16:00	17:00	
Saturday	15:00	17:00	17:00	18:00	
Saturday	16:00	18:00	18:00	19:00	
Saturday	17:00	19:00	19:00	20:00	
Saturday	18:00	20:00	20:00	21:00	
Saturday	19:00	21:00	21:00	22:00	
Saturday	20:00	22:00	22:00	23:00	
Sunday	21:00	23:00*	23:00	0:00	
Sunday	22:00	0:00	0:00	1:00	
Sunday	23:00	1:00	1:00	2:00	
Sunday	0:00	2:00	2:00	3:00	
Sunday	1:00	3:00	3:00	4:00	
Sunday	2:00	4:00	4:00	5:00	
Sunday	3:00	5:00	5:00	6:00	
Sunday	4:00	6:00	6:00	7:00	

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-006 CR030476 (12/11/04)	WCOM	Terri McMillon	Ordering (EDI, LEX) **All Regions**	Approved Review in 9/2003	2/14/03

Sunday	5:00	7:00	7:00	8:00
Sunday	6:00	8:00	8:00	9:00
Sunday	7:00	9:00	9:00	10:00
Sunday	8:00	**10:00**	10:00	11:00
Sunday	9:00	**11:00**	11:00	12:00
Sunday	**10:00**	**12:00**	12:00	13:00
Sunday	**11:00**	**13:00**	13:00	14:00
Sunday	**12:00**	**14:00**	14:00	15:00
Sunday	**13:00**	**15:00**	15:00	16:00
Sunday	**14:00**	**16:00**	16:00	17:00
Sunday	**15:00**	**17:00**	17:00	18:00
Sunday	**16:00**	**18:00**	18:00	19:00
Sunday	**17:00**	**19:00**	19:00	20:00
Sunday	**18:00**	**20:00**	20:00	21:00
Sunday	19:00	**21:00**	21:00	22:00
Sunday	20:00	**22:00**	22:00	23:00
Sunday	21:00	**23:00***	23:00	0:00
Monday - Friday	22:00	0:00	0:00	1:00
Monday - Friday	**23:00**	**1:00**	**1:00**	**2:00**
Monday - Friday	**0:00**	**2:00**	**2:00**	**3:00**
Monday - Friday	**1:00**	**3:00**	**3:00**	**4:00**
Monday - Friday	**2:00**	**4:00**	**4:00**	**5:00**
Monday - Friday	3:00	5:00	5:00	**6:00**
Monday - Friday	4:00	**6:00**	**6:00**	**7:00**
Monday - Friday	5:00	**7:00**	**7:00**	**8:00**

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-006 CR030476 (12/11/04)	WCOM	Terri McMillon	Ordering (EDI, LEX) **All Regions**	Approved Review in 9/2003	2/14/03

Monday - Friday	**6:00**	**8:00**	**8:00**	**9:00**
Monday - Friday	**7:00**	**9:00**	**9:00**	**10:00**
Monday - Friday	**8:00**	**10:00**	**10:00**	**11:00**
Monday - Friday	**9:00**	**11:00**	**11:00**	**12:00**
Monday - Friday	**10:00**	**12:00**	**12:00**	**13:00**
Monday - Friday	**11:00**	**13:00**	**13:00**	**14:00**
Monday - Friday	**12:00**	**14:00**	**14:00**	**15:00**
Monday - Friday	**13:00**	**15:00**	**15:00**	**16:00**
Monday - Friday	**14:00**	**16:00**	**16:00**	**17:00**
Monday - Friday	**15:00**	**17:00**	**17:00**	**18:00**
Monday - Friday	**16:00**	**18:00**	**18:00**	**19:00**
Monday - Friday	**17:00**	**19:00**	**19:00**	**20:00**
Monday - Friday	**18:00**	**20:00**	**20:00**	**21:00**
Monday - Friday	**19:00**	**21:00**	**21:00**	**22:00**
Monday - Friday	**20:00**	**22:00**	**22:00**	**23:00**
Saturday	**21:00**	**23:00**	**23:00**	**0:00**

CLEC Verbatim Description: WCOM is requesting that SBC expand the ordering hours of availability in the West, Midwest and Connecticut regions to mirror the Southwest region ordering hours of availability. As you can see from the attached spreadsheet, hours vary, especially in the Midwest region where no ordering hours even exist on Sunday. This lack of consistency can cause system issues for CLECs doing business across the entire SBC footprint, which in turn will affect SBCs ordering systems and Local Service Centers.

SBC Response:

9/10/03 – The SBC SME reported that this request was placed high on the list of projects to be completed in 2004. He hopes to have funding approval within the next 60 days and the Business Requirements completed within the next 30 days. This will allow him to have full commitment for this project by the end of this year and be assured of completion in 2004.

9/5/03 – The CR owner has run a volume report by day by region to use as backup to support the Business Case.

8/8/03 – The Walkthrough was held for the Business Case. As soon as the dollars are approved, then SBC will try to expedite the due date.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-006 CR030476 (12/11/04)	WCOM	Terri McMillon	Ordering (EDI, LEX) **All Regions**	Approved Review in 9/2003	2/14/03
7/18/03 – The SME included as an additional update that this project has been included in the list of Industry Markets OSS 2004 priority projects that was submitted for IM and IT approval. Change Management did ask the SME if this could be expedited at all and learned that the funding required was for software and personnel additions required to provide the requested ordering hours support. Status should have been changed to Approved in the 5/15/03 update.					
7/3/03 – Change Management has learned from the SME that CR030476 has been opened to satisfy this request and has a requested implementation date of 12/11/04. The business case is in progress and will provide hours of operation in both the Midwest and SNET regions on Sunday of 10:00 a.m. to 6:00 p.m. local time in each region. The SME agreed to join the next CMP call where he had additional information, but this is all he has at this time.					
6/5/03 – The originator asked if the SME had already started the business case for this request. Change Management replied that he had, but did not know any further status. The originator would have preferred to have the SME on the call to talk about this request, so Change Management will ask him to join for the July call.					
5/15/03 – The SBC SME reported that he had investigated primarily the Sunday hours in the Midwest Region, but was looking at consistency over all regions. The hours in the Midwest region are doable, but costly. He will have to write a Business Case to gain approval for the funding and he is moving forward with that. The expected implementation date will be some time next year. He also mentioned that currently Saturday volumes are very low.					
5/2/03 – Change Management will provide status on this request at the May 8th meeting.					
2/20/03 – New CCR added to log.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-007	WCOM	Roseann Kendall	Ordering (LEX) **All Regions**	Closed 8/8/03 Review in 9/2003	2/14/03

CLEC Verbatim Description: In today's LEX environment, CLECs are unable to submit Reference Line type listings. The lack of this functionality requires CLECs to submit these listings via an ASCII files in the PB region and manual methods in the SWBT environment. WCOM is requesting that SBC expand the LEX Directory functionality to include Reference Lines so that the additional steps of file creation and manual intervention are eliminated.
SBC Response:
8/8/03 – The originator advised that this request could be closed.
7/18/03 – The originator said she had not gotten a response back from her internal work group. This will be left open until the next meeting.
7/3/03 – Change Management has provided the response from the SME to the originator of this request. She will check with her internal users. Change Management will ask at the July meeting if this can be closed.
5/15/03 – The SMEs are still looking at this.
5/2/03 – Change Management thought this had already been referred to the SMEs. However, in attempting to follow-up, found no email trail of that. They had a question for the originator which Change Management has sent via email.
2/21/03 – Change Management agreed to refer this to the appropriate SMEs.
2/20/03 – New CCR added to log.

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-008	McLeodUSA	Michelle Sprague	Other (ACDRS/SMDR Data [Call Detail Recording]) **All Regions**	Pending Review in 9/2003	2/17/03
CLEC Verbatim Description: McLeod would like to request that ConnectDirect be an allowable transmission option for receiving ACDRS files. Currently SBC only supports receiving these files via FTP or Dial-up.					
SBC Response:					
9/5/03 – Change Management learned that McLeodUSA had been retrieving this report via dial-up. SBC is now testing with them a new process whereby they receive an encrypted file via FTP. It is not possible for SBC to provide this file via NDM. The originator will check with her internal group to see if this will be a satisfactory arrangement and advise Change Management when this request can be closed.					
8/8/03 – Change Management reported that all the previous notes had been lost on this request but that significant progress had already been made again.					
7/18/03 – No update available.					
7/3/03 – Update will be provided in the July meeting.					
5/2/03 – Change Management has contacted an SBC ConnectDirect person and has asked the originator for their IT contact for the ACDRS file so SBC can find the corresponding IT contact. Joined the originator on a call to the hotline that supports the ACDRS file and learned that this file contains usage records for McLeod customers that are part of a Telemanagement product offering.					
3/20/02 – Change Management received an NDM contact from WCOM as a starting point for this request.					
2/21/03 – New CCR added to log.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-010 CR030406 (3/13/04)	Covad	John Berard	Pre-Ordering (EDI, Verigate, CORBA), Ordering (LEX, EDI) **All Regions**	Approved No Review	2/18/03
CLEC Verbatim Description: Currently SBC has versioning rules in place that are CLEC specific. This creates problems for line splitting orders as two CLEC's may be on different versions of LSOG. Rather than have the CLEC specific versioning rules, Covad requests that the rules be order specific. This would allow for CLEC's to be on different versions of LSOG/EDI and still allow for the placement of a line splitting order by the other CLEC.					
SBC Response:					
7/3/03 – Change Management has learned that CR030406 has been opened to allow use of the LSPAUTH field. This will allow one CLEC to submit orders as the agent of another CLEC, even if the two are on different versions of software. The Company Code would be for the CLEC originating the LSR and the LSPAUTH would be validated against the end user account to ensure that it was the current owner of record. The CR is currently requested for the 3/13/04 release.					
5/2/03 – Versioning rules and strategies are being worked on jointly by SBC and the CLECs.					
2/20/03 – New CCR added to log.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-012	Birch Southwest Region	Norene Carroll	Repair & Maintenance (EBTA GUI) **All Regions**	Pending No Review	2/19/03

CLEC Verbatim Description: Birch proposes the following enhancement to the EBTA GUI application:

Birch would like to submit a request an enhancement to EBTA that would require any billable field to include the actual charge associated with the billable event as recorded by the SBC technician. The audit would apply when a billable Event/Trouble Code is recorded by the SBC tech making the corresponding charge required prior to closing the ticket. Currently this issue impacts approximately 18-20% of Non-Productive Dispatch charges, which fluctuates with ticket volumes. This requires additional follow up from the LOC. During the analysis process Birch discovered that this information is not included in CAAWS at this time.

Birch has identified that the EBTA extract is very similar to the LSP report that is emailed to Birch from SBC, which does include SBC tech charges. When we compared the LSP report to the information that we can extract from the EBTA, the only fields missing from the EBTA extract are "out of service" code, "MNT SVC CHG", and "Total CHGS". Birch would like to request that SWB add the fields listed to EBTA which would allow us to extract and report this information.

History: Currently Birch reactively applies trip charges to a customer's account (usually 24-48 hours after the fact) Charges are obtained from the LSP report that is emailed from SBC. If the charge (example trip charge) was required on a "Billable" item, Birch could then standardize our price quotes, improve integrity of the data via reporting, and lower call volumes for internal disputes by proactively providing the charge to our customers.

Birch has identified that the EBTA extract is very similar to the LSP report that is emailed to Birch from SBC, which does include SBC tech charges. When we compared the LSP report to the information that we can extract from the EBTA, the only fields missing from the EBTA extract are "out of service" code, "MNT SVC CHG", and "Total CHGS". Birch would like to request that SWB add the fields listed to EBTA which would allow us to extract and report this information.

SBC Response:

7/18/03 – The CAAWS/PWS team is looking at this but has no estimated implementation timeframe yet.

7/3/03 – Update will be provided in the July meeting.

6/5/03 – No update at this time.

5/15/03 – Change Management has not received a response from the SME yet. An update will be provided at the June meeting.

5/2/03 – Change Management has referred this to the CAAWS/PWS Support team for resolution by CAAWS if possible. An update will be provided at the May meeting.

3/06/03 – New CCR added to the log.

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-013	Allegiance Southwest Region	Steve Taff	Ordering (LEX, EDI) **All Regions**	Pending Review in 9/2003	3/5/03
CLEC Verbatim Description: Requesting that edits be implemented to reject an LSR if the Directory Listing cannot be retained when using the ERL field as defined under the business rules. We have found multiple instances where a LSR is confirmed and completed, but the Listing was dropped. The LSC representative did not check to see if the Listing could be retained and the CLEC was given no indication that there was a problem. This request is for REQTYPs B and C, ACT V.					
SBC Response:					
9/10/03 – Change Management did not get an update from the LSC SMEs.					
9/5/03 – Change Management contacted the Midwest region LSC SMEs for status on their analysis of the examples provided.					
7/18/03 – No further update.					
6/5/03 – Change Management will follow up with the SMEs prior to the July meeting.					
5/15/03 – Change Management has not received a response from the SMEs yet. CLECs indicated during the call that these rejects do happen in the Midwest region but not in the Southwest region or the 2-State region.					
5/2/03 – Change Management requested examples from the originator and he has provided them. They will be referred to the SMEs.					
3/06/03 – New CCR added to log.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-014	McLeod Midwest Region	Michelle Sprague	Other (Service Mate) **All Regions**	Pending Review in 9/2003	3/6/03
CLEC Verbatim Description: McLeod would like to request the ability to synch up to "100" lines in Service Mate, per CO-Lo per day. Currently SBC limits the number of synch ups, to "5" per day per Co-Lo. The current allowable line count is preventing McLeod from being able to keep up with their normal production needs.					
SBC Response:					
9/5/03 – Change Management has clarifications on the requested information and will get with McLeod on these…					
7/18/03 – No further update.					
7/03/03 – The SME asked for certain detailed information from the originator and the originator needs clarification. Change Management will try to get this cleared up quickly so the resolution can continue.					
6/5/03 – Change Management left voicemail for the SME on 6/4/03 but has not received a reply. Will follow up with her before the July meeting.					
5/2/03 – Change Management has spoken with the SME on Service Mate who was not aware of the limitation of 5 lines per day synched up per CO-Lo. She will research the limitation as well as the possibility of honoring the request for 100 lines and reply back to Change Management.					
3/20/03 – Change Management has identified the SME on Service Mate, but she has been out of the office for more than a week. The originator will be notified as soon as progress has been made.					
3/10/03 – New CCR added to log.					

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-015	Birch Southwest Region	Norene Carroll	Ordering (LEX) **Southwest Region**	Pending Review in 9/2003	3/14/03

CLEC Verbatim Description: Birch would like to request a mechanical way to provision all Dual Service Move orders with Pair Gain via LEX.

History: When Birch places a Dual Service Move order (REQTYP M ACT T) we are unable to identify if a customer has pair gain on the line at either the "From side" or "To side" until the day the order is due to complete. The SBC Care team monitored dual service orders from 12/12/02 through 1/7/03. During that time there were 90 moves and 21 had Pair Gains on one or both sides. (23% of Birch's move orders) SBC is unable to identify that Pair Gain exists until the point of facilities assignments. It is impossible to set good customer expectations with this order type due to this inefficiency.

SBC Response:

9/10/03 – Change Management incorrectly referred to the LS in the IF message as Line Share, but it is not. The LS stands for Loop Service. However, Change Management did locate the logic that triggers this message and now must take it to the Product and M&P people in order to have something build like this for UNE-P, ACT T for Dual Service.

9/5/03 – The edit provided by Birch is "IF1003 LS-LMT invalid PAIR GAIN/DLC is found. DSL loop is not available." Change Management is checking with the internal SMEs to see if the logic that triggers this message in the Line Share scenario can be applied to the Dual Service scenario as well.

8/8/03 – A representative from Birch asked if Change Management had pursued the information he had provided in an email on 7/17/03. Change Management had not but agreed to as soon as possible.

7/18/03 – Change Management asked a representative from Birch if the process in Loop Qual was going to satisfy this request. He said it would not and there was still an edit required to identify pair gain facilities being assigned on dual service moves. For DSL services, he thought there was an IF or interface edit and he agreed to look it up and contact Change Management.

7/3/03 – Change Management will check with the originator to determine if the Loop Qual process has resolved this issue.

5/15/03 – The originator is investigating using something in the Loop Qual process to identify pair gain on either the to or from facilities. May also request a system edit when facilities are assigned to identify pair gain.

5/2/03 – Per the UNE-P M&P managers, Dual Service will not work if there is pair gain on either the "from side" or the "to side" or both. This is because UNE-P is provided on integrated pair gain, each channel of which has a dedicated TN in the office which has no appearance on any distribution frame. Thus it is impossible to connect two end user locations together so they can have the same TN.

3/17/03 – New CCR added to log.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-016 CR030490	KMC Telecom	Brian Murdoch	Ordering (LEX,EDI) **All Regions**	Approved Review in 9/2003	3/12/03
CLEC Verbatim Description: KMC Telecom has multiple OCNs per state, as well as multiple SPIDs per region, all falling under our ACNA (KMM). The myriad of combinations that can be, and are used has led us to discover system limitations within SBC's tables. Per SBC, only one state OCN, one SPID, and one resale OCN can be loaded in the current table format for a given ACNA. However, industry practice leaves CLECs with the ability to have more than one OCN and SPID per state, per ACNA. This is causing KMC harm as it precludes us from ordering and provisioning services in a timely manner.					
SBC Response:					
9/5/03 – Change Management learned from the project manager that the implementation will actually take place in December2003 instead of October 2003.					
5/30/03 – Change Management has learned that the limitation in the Midwest region on having only one UNE OCN per state is currently targeted for a billing release in October of this year. The status will be changed to Approved until the release is finalized. Then it will be put into Monitor status.					
3/20/03 – There can be more than a 1-1 relationship between OCN and ACNA. WCOM and AT&T both support this request completely. In the Midwest region, the rules for 1 OCN for Resale and 1 OCN per state for UNE were not enforced and now there is a huge embedded base that does not comply with the NECA rules. A CLEC asked if SBC would consider a mechanized conversion. This problem exists somewhat in the 2-State region as well. AT&T indicated that when they implement LSOR 6.00, SBC will have to convert their embedded base of customer accounts and wants the OSS organization to be advised that they are still considering this.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-017	Forte Communications Midwest Region	Tom Waterloo	Billing **Midwest Region**	Approved Review in 9/2003	3/18/03

CLEC Verbatim Description: Please list the following billing USOCs on CLEC online and web tool bars. We have been getting billed for them every month on our Ameritech Unbundled Services bill and I have not been able to find out what they are for. 919205, 919206, 919211, 999381, 99(9)383, 999384, 999385, 999388
SBC Response:
9/10/03 – Change Management reported that discussion was still going on about how to better document these codes in the CLEC Handbook. Status should have been changed to Approved long ago.
9/5/03 – The originator faxed a copy of his bill showing that these codes are designated as Billing USOCs and Change Management provided that to the USOC SMEs.
8/8/03 – Change Management will again follow up with the SME on this.
7/3/03 – Update will be provided in the July meeting.
5/15/03 – Change Management has sent the codes to the SME but they have not been added yet.
5/2/03 –The originator wants these codes added to the USOC Search Tool because they are shown on his bill as Billing USOCs. He will agree to close the request once that is done.
3/24/03 – Change Management learned that the codes on the bill are actually Billing Codes not USOCs and can be found on the CLEC website under Billing/Monthly Usage Summary Code Descriptions. Provided this information to the originator. Asked for feedback about whether this information satisfied his request and whether the request could be closed.
3/19/03 – New CCR added to log.

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-018	Birch Southwest Region	Norene Carroll	Pre-Order(Verigate, CORBA) Southwest Region	Pending Review in 9/2003	3/24/03

CLEC Verbatim Description: Birch is utilizing the CORBA interface to extract pre-order information and has determined certain data elements are frequently missing from the CSI but are always available on the Directory Listing Inquiry. Verigate has the ability to capture these missing elements on the CSI however the information is not consistently/accurately passed through to the CSI. It is evident there is a breakdown between Verigate and DLI

Per our OSS team, Birch has learned that information between Verigate and DLI may be different and may not match because these systems pull from different databases. Both Verigate & DLI draw information from a SORD service order, but while Verigate pulls from the ordering/billing database the DLI pulls from the ALPS/LIRA database. It appears information is not synchronized between Verigate and the DLI system. Birch has experienced discrepancies in pulling pre-order information between Verigate and DLI on approximately 60% of our examples (over 17,000 accounts.)

Birch requests a system enhancement that will allow the CORBA interface to extract all CSI information and DL information. This type of system enhancement would allow improve/automate flow through of information from pre-order to order without manual intervention, which ultimately reduces order rejects and manual assistance by the LSC, LOC and/or MCPSC centers, as well as Birch service centers.

SBC Response:

9/10/03 – The originator sent very recent examples to Change Management who forwarded them to the LSC Technical Support SME.

9/5/03 – LSC Technical Support is working through the examples but has not completed them yet.

8/18/03 – Left voicemail for LSC Technical Support to see what she found in examples.

7/10/03 – No further update.

7/3/03 – Update will be provided in the July meeting.

5/15/03 – Change Management has received the examples and sent them to the SME for analysis.

5/2/03 – Change Management has learned that both CORBA and Verigate can access the CSI + Listings data as well as the Directory Listings data in ALPSS/LIRA. SBC knew that the listings information from these two sources had discrepancies in it at the Collaboratives and advised the CLECs of this. Birch advised that if they do not use the listing information from the CSI on their LSRs, the LSC rejects them. Change Management will ask Birch for some examples of the discrepancies they found as well as of the rejects they got.

3/27/03 – New CCR added to log.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-020 CR030072 CR030189 CR030396 CR030412	ASI Southwest Region	Myra Lee	Ordering (EDI) **All Regions**	Approved. Review in 9/2003	03/25/03

CLEC Verbatim Description: Jeopardy's that are returned by the LSC manually can sometimes cause delays and/or human errors. The delay can be anywhere from 4 hours to 2 days. ASI would like to request that the Telco mechanize all Jeopardy notifications. This will provide real time Jeopardys to ASI, and improve ability to meet on time delivery.

SBC Response:

9/5/03 – Change Management found CR030072 which establishes a SWITCH/FOMS jeopardy interface with a requested implementation date of 11/13/04 and CR030189 which establishes a SHOTS interface and has the same requested implementation date. Also CR030396 for an interface from WFA-DO with a requested implementation date of 3/19/05 and CR030412 for a WFA-C/DISC interface with the same requested implementation date. Change Management will change the status to Approved based on the above CRs and will monitor the CRs as they are included in releases.

7/18/03 – Both the originator and Change Management have agreed that resources are not available to do a manual workup on the high-volume jeopardy codes to be mechanized. Change Management indicated that the Telco has initiated CRs to mechanized jeopardies coming from downstream systems like SWITCH, WFA-DO, etc. that could be tracked with this request. The originator agreed to accept those CRs with the dates as part of this request. Change Management will provide that information at the next meeting.

7/3/03 – The originator has indicated that they do not track the high volume jeopardies and want SBC to target the manual jeopardies. SBC has advised that nearly all the jeopardies can be provided on a manual basis so that is not a feasible thing to do. Change Management will ask the originator what she wants to do with this request. SBC does have CRs to mechanize jeopardies coming from certain systems, such as SWITCH, but this is certainly not all the jeopardies possible.

5/2/03 – Change Management has requested specific jeopardies that are high volume from the originator to help ensure good use of SBC resources on this CCR.

3/25/03 – New CCR added to the log.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-021	ASI Southwest Region	Myra Lee	Ordering (EDI)	Defer Review in 2/2004	3/26/03

CLEC Verbatim Description: Currently when an order is "no accessed" by the Telco, all regions must re-negotiate access and re-schedule based on the next available due date. ASI is requesting that Telco commit to accepting and meeting these expedite requests for this miss condition.

SBC Response:

8/8/03 – The Accessible Letter read during the July meeting did not apply to Line Sharing. It was agreed to defer this request for 6 months. Change Management will go back to the Product manager for Line Sharing to discuss this. It may be difficult to shorten the Line sharing interval since it is only 3 days now.

7/18/03 – Change Management read the draft of this Accessible Letter in the earlier part of the CMP meeting on 7/10/03. The originator agreed to look at the letter and advise if this request could be closed.

7/3/03 – SBC is in the process of drafting an Accessible Letter that will address a shortened interval for the supp 2 following a "no access". Once that letter is out, the originator will be asked if this request can be closed.

5/15/03 – Change Management is still working this issue. Current thinking is that the supp would be at the normal standard interval if it was a conditioning order.

5/2/03 – Change Management is conducting internal meetings to discuss a possible solution for this request. Update will be provided at the May meeting.

3/27/03 – New CCR added to log.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-022 CR030472 (12/13/03)	MCI Southwest Region	Terri McMillon	Ordering (EDI) **All Regions**	Approved Review in 9/2003	4/8/03

CLEC Verbatim Description: Under SBC's current versioning procedures, a single order sent in a higher version of LSOG will cause the SBC systems to implement the CLEC software release version to that higher version. There is currently no safeguard in place to prevent the accidental augmentation of the version. WCOM requests that SBC implement edits in their ordering systems for EDI that prevents version implementation unless the implementation is scheduled using the proper Version change form submitted to SBC by the CLEC. WCOM asks that this change be implemented as soon as possible and that the change apply to all versions supported by SBC in order to obtain the full benefit. BENEFITS: This will prevent accidental version change by a CLEC or any company partnering with that CLEC which could potential cause thousands of rejects to be generated.
SBC Response:
9/5/03 – This CR is being escalated for the 12/13/03 release.
7/18/03 – One CLEC asked that the SMEs be specifically cautioned to develop this plan so that SBC also cannot inadvertently change the version for a CLEC, either in test or in production. Apparently, that happened to them and also caused huge problems. Change Management agreed to pass that information along to the team.
7/3/03 – CR030472 has been issued to cover this request. There is considerable internal work being done to determine the best way to satisfy this request.
5/15/03 – The OSS team is working on this. Talk America indicated that they strongly support this request.
5/2/03 – This has been referred to the SMEs for analysis.
4/11/03 – New CCR added to log.

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-023	The Pager & Phone Company Southwest Region	Dale Schmick	Ordering (LEX) Southwest Region	Pending Review in 9/2003	4/1/03

CLEC Verbatim Description: CLEC requests a modification to WEBLEX to allow batch suspend and restoral orders (they are identical except for the telephone number and PON). Ideally CLEC would "upload" or submit a list of numbers to be typed with an identical information from a pre-defined template with the only change being the telephone number and PON. This process would create and submit those orders via the WEBLEX process from there. Alternatively the ability to bring a LSR onto the local computer where the CLEC could write their own software to manipulate the forms and then submit those LSR's back to WebLEX would also be acceptable.
SBC Response:
9/10/03 – Change Management reported from the SME that LEX was never set up to handle a batch process. That was the reason for the template. Change Management agreed to check into the possibility of keeping the due date the same for a large volume of LSRs and regaining the functionality of the ALT keys.
9/5/03 – Change Management is following up with the SMEs for a response.
7/18/03 – The originator indicated that he would also like to have a Due Date for the template and the use of the Alt keys in WEBLEX. Change Management agreed to pass this along to the LEX team.
7/3/03 – SME checking with LEX application team on PC question.
5/15/03 – The originator asked if other CLECs were interested in this batch process. He indicated that if his company had 500 suspends to process it took 25 employee hours. MCI expressed an interest. Change Management asked for actual order volumes from both The Pager & Phone Company and MCI. The originator then asked if it was possible for the template to be put on a PC, populate the template with info from the 500 accounts and then give the file back to LEX. Change Management agreed to ask the SME about this.
5/2/03 – Change Management has learned from the LEX SME that there is a LEX template available to CLECs that can be used for a large number of LSRs of this type with only minimal changes. SBC does not plan to pursue a batch process at this time. The originator asked to discuss at the May meeting and determine if other CLECs are interested in a batch process. Change Management agreed to do that.
4/11/03 – New CCR added to log.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-024	Talk America Midwest Region	Janine Truhn	Pre-Ordering (CORBA), Ordering (EDI) **All Regions**	Pending No Review	3/31/03

CLEC Verbatim Description: In LSOG 5.0 we have to do a TN Reservation for every order.   We are finding that if we erroneously/correctly disconnect a customer and the customer pays we can not give the customer back their original TN as it has not been released to the TN pool. In order to get the original TN back we have to do a manual fax order. In previous version, LSOG 4.02 and lower, we could get the order worked electronically. Talk feels this is a loss of functionality. We would like the disconnected TN to become available for reservation by the same CLEC as soon as it has been disconnected. Then, we would be able to use it on the New order. **This is for REQTYP E, M ACT N, D.**
SBC Response:
8/8/03 – The steps have been provided by the originator and forwarded to the SMEs. Now the work can begin on a new process.
7/18/03 – The originator understands that any new process developed will have some manual worked involved. The Pager & Phone Company indicated that they are having the same problems in Missouri. The originator said her internal person was working on the steps used under 4.02 to handle this work electronically. Once that is received, then Change Management can get with the SBC SMEs and work on a new process.
7/3/03 – Change Management has asked the originator to provide the specific steps that they went through pre LSOG 5 to get the TN back and she has agreed to do so. Then Change Management can go to another SME and work on a process that will work today. The TN pool is controlled by an SBC internal group and TNs are released from it normally after a timer expires. They can be released early only by authorization and action from this internal group. The new process will have to involve the LSC and that internal group.
5/30/03 – Update will be provided in the June meeting.
5/2/03 – Change Management asked the EDI SME to look at this and this request is not specific to EDI. So Change Management will have to look at the process, not the OSS.
4/11/03 – New CCR added to log.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-025 CR030478 (3/19/05)	MCI Southwest Region	Terri McMillon	Ordering (LEX, EDI) **All Regions**	Pending Review in 9/2003	4/14/03

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-025 CR030478 (3/19/05)	MCI Southwest Region	Terri McMillon	Ordering (LEX, EDI) **All Regions**	Pending Review in 9/2003	4/14/03

CLEC Verbatim Description: In MI there is a single order process to disconnect DSL service on a customer line and reestablish the customer as a UNE-P customer. This process requires the CLEC to submit a single LSR by FAX to accomplish the transaction. This process does not allow the CLEC to use EDI or LEX to send the order to SBC via OSS. When the fax is received in the SBC LSC, the following occurs:
1. The LSC translates the manually faxed LSR into the 3 orders that SBC deems necessary to accomplish the "return" of the customer to UNE-P. These orders do the equivalent of the 3-LSR process required for this transaction in the other SBC regions.
- REQ A ACT=D to disconnect the loop
- REQ F ACT=D to disconnect the port
- REQ MB, ACT=N to issue an order for a new UNE-P line for the customer.
2. The LSC reps build the orders using the related order process to keep the orders together and confirm a single due date.
3. The TN that the customer has prior to the DSL being removed from the line is maintained/reserved for the customer by the LSC. No input is required from the CLEC to accomplish this task.
4. LFACS will select a loop for the customer from inventory. This loop may or may not be the existing loop.
5. The orders complete on the same due date and dial tone loss is minimal (a few minutes) as long as the LSC relates the orders properly.
6. The customer is then once again considered a UNE-P customer by SBC.
7. Any subsequent orders against this account would use the regular UNE-P (CPO) business rules.

MCI requests the following OSS Change:

1. SBC automate the process in such a way that does not require the three order process described above or, at a minimum, automate the current single order process from MI for all 13-states so that the necessity for the separates orders is transparent to the CLECs. The order would then fall to be manually worked in the LSC until further flow-through development can be accomplished.
2. When the order is received by LFACs, a new loop is not assigned and the current circuit is re-used so that the customer will not lose dial tone. This will also insure that inside wire is not affected as there would be no need for a new loop.
3. Functionality be put in place that prevents the loss of the telephone number during this transaction.

By implementing this request, SBC will have an automated process that will allow the efficient transmission of orders across electronic OSS interfaces (LEX and EDI) while preventing loss of customer dial tone or phone number assignment.

Please indicate the REQTYP(s) and Activity Type(s) for your request:
REQTYP(s)_REQ= A   Activity Type(s) ACT=D
REQ=F   ACT=D
REQ=MB   ACT=N

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-025 CR030478 (3/19/05)	MCI Southwest Region	Terri McMillon	Ordering (LEX, EDI) **All Regions**	Pending Review in 9/2003	4/14/03

SBC Response:
9/10/03 – The Product team identified three areas of this request that have updates at this time: 1. *MCI Loop Reuse test – MCI started testing UNE-P Loop Reuse Service Orders today. MCI pointed out that there is no assurance that loop reuse will be available after the conclusion of the test period.*   2. *Triennial Review Order – SBC has agreed to host CLEC Collaboratives, as recommended by the FCC in the TRO. SBC is targeting hosting this meeting in 4Q2003. An Accessible Letter announcing this CLEC Collaborative will be issued within the next couple of weeks.*   3. *TX/AT&T Arbitration – SBC is looking at the applicability of the Line Sharing processes from a parity perspective and whether these processes can be adapted for Line Splitting.*   *More updates will be provided as they are available.*
8/8/03 – Change Management reported that CR020566 will be worked next Wednesday, the 13th. The Accessible Letter has been distributed with the responses to MCI's questions. And Product Management is still researching a process to satisfy this request.
7/18/03 – Change Management had a correction to make in the 7/3/03 update. The reuse of the TN was a problem in the Southwest Region 5-State, not the 2-State. The CR that will correct this, CR020566, has been committed for the 8/13/03 maintenance release. MCI asked to confirm that they can currently retain their TN in the Midwest region by using either 3 orders in EDI or 1 manual order and by using 3 orders in EDI in the 2-State and SNET regions. After the 8/13/03 maintenance release, they will be able to use the 3 orders in EDI and retain their TN in the Southwest region as well. Change Management confirmed that they were correct.
7/3/03 – There was a conference call held outside of the regular CUF and Change Management meetings with the concurrence of the CLECs at those meetings on June 4th and 5th. The call was on June 25th and was announced via Accessible Letter CLECALLS 03-071. CLECs were asked to send questions to the CUF mailbox that they would like to have answered by the ULS Product team on the call. The only questions received were from MCI and so they were covered on the call. The Product team agreed to investigate a process to satisfy MCI's request as stated above with the exception of guaranteeing reuse of the loop. Reuse of the TN, an issue only in the 2-State region, will be ensured by the implementation of CR020566, which is being targeted for a maintenance release sometime in August. MCI will be advised as soon as there is a committed date for that CR. Notes from the meeting will be provided via Accessible Letter.
5/15/03 – The originator discussed this request with the participants on the call. AT&T indicated that they fully supported this request. The originator asked if this process was really a single LSR or 2 LSR process. Change Management advised that it is really a 2 LSR process. The additional LSR is to disconnect the loop and any mechanized process will still require 2 LSRs. The mechanized process will not guarantee the reuse of the loop.
4/15/03 – New CCR added to log.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-026	TDS Metrocom Midwest Region	Thomas Spelsberg	Repair & Maintenance (EBTA) **All Regions**	Pending No Review	4/15/03

CLEC Verbatim Description: EBTA – Viewing escalations after ticket is cleared and on reports

1. Allow the Escalations tab in the EBTA application to be viewable for a ticket after the ticket is cleared.

   Currently after an EBTA ticket is cleared the Escalations tab is inaccessible.

2. Add the requested escalation field to the EBTA reports.

   The escalation requested for a ticket does not currently show up on any EBTA reports.

SBC Response:

7/3/03 – SBC is hopeful of getting this implemented in 2003. No firm date at this time.

4/15/03 – New CCR added to log. It has also been sent to the EBTA SME.

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-027	ASI Southwest Region	Myra Lee	Pre-Ordering (Verigate) **All Regions**	Approved No Review	4/29/03

CLEC Verbatim Description: In Verigate, to perform a Service order search, you MUST enter the ATN.   ASI is requesting the ability to perform searches by WTN. This would save time and cost by reducing steps that are needed to perform a search to locate the ATN. It would also reduce errors caused by the ATN not being located due to other causes (other pending orders) or by not performing the steps to locate the ATN. **This is for REQTYP A, ACT D; REQTYP F, ACT D;REQTYP MB, ACT N.**

The clip below is out of the 5.03 Enhanced Verigate user guide.

	X – Cutover Order
Working Telephone Number/Account Telephone Number **(WTN/ATN)**	Enter a working telephone number/account telephone number, consisting of 10 digits. Example: NNNNNNNNNN or NNNXNNNNNN. N = Numeric, X = Alpha. • If a WTN is entered, only orders associated with that WTN would be returned on the Service Order List. (WTN search is not available in SBC Ameritech and SBC Pacific Bell/Nevada Bell region service centers of CA, IN, IL, OH, MI, NV or WI unless the WTN is the ATN.) • If a WTN (which is the ATN) is entered, only orders associated with the WTN (which is the ATN) would be returned on the Service Order List. • If an ATN is entered, all orders associated with that ATN would be returned on the Service Order List.

SBC Response:

7/3/03 – Change Management has learned that the backend systems in only the 2-State region and the Midwest region do not allow the search by WTN. The necessary changes to SORD-MI will be made in the 2-State region with the 9/27/03 release. The SMEs are working to get the ASON changes worked into a release as soon as possible but there is no commitment yet on them. The status will not be changed to Approved until there is a commitment for both regions.

4/29/03 – New CCR added to log.

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-028	LDMI Midwest Region	David Campbell	Pre-Ordering (EDI, Verigate), Ordering (LEX, EDI), Billing **All Regions**	Pending Review in 9/2003	4/28/03

CLEC Verbatim Description: Secondary Class of Service. End user may require multiple types of service to conduct business. Going forward, LDMI requests SBC relate the customer service records of end users having more than one CSR due to SBC policy of separately billing classes of service. **This is for REQTYP E, K, M, T, W and ACT V.**

SBC Response:

9/11/03 – Change Management asked the originator exactly how he envisioned the CSRs being related to each other. He indicated that this could be done in the IDENT section as Shared Hunting. It could also be done in the S&E section of the CSR.

7/18/03 – No further update.

7/3/03 – Update will be provided in the July meeting.

4/29/03 – New CCR added to log.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-030	LDMI Midwest Region	David Campbell	Ordering (LEX, EDI), LSOR, LSR, BUSINESS RULES **All Regions**	Pending No Review	4/28/03
CLEC Verbatim Description: LSOR Resale PBX DID fields number 59 – 64 allow the use of NC for no change. UNE-P fields 54 – 59 require actual data. This information cannot be obtained from a CSR which generates a call to the Complex team not always resulting in correct information. It is the request of LDMI that SBC either supply the information on a CSR or change the LSOR for UNE-P to include NC as a valid entry.					
SBC Response:					
7/18/03 – No further update.					
7/3/03 – Update will be provided in the July meeting.					
4/29/03 – New CCR added to log.					

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-031 CR030723 7/17/04	ASI Southwest Region	Myra Lee	Ordering (EDI) **All Regions**	Approved Review in 9/2003	4/21/03
CLEC Verbatim Description: ASI is requesting that SBC Telco modify the upfront LASR loop qual check process to initiate a second check utilizing the address qual database in those cases where the initial WTN loop qual verification results in a negative qual/reject. This second verification of the loop qual based on address would be made prior to returning a reject to the CLEC if the WTN loop qual did not pass. In cases where both loop qual checks (WTN and Address) fail, a reject should be returned to the CLEC for the "N" LSR. This request is designed to enable CLECs to transmit (via EDI) "N" activity LSRs for DSL (CO or RT based) when the CLEC has utilized the Address based loop qual database in lieu of the WTN loop qual data base to qualify a loop. There will be cases where the "T" activity LSR is not appropriate, but where an Address based qual is either the only loop qual option available or the preferred option for multiple reasons (i.e., WTN qual not up-to-date). In these cases, ASI is requesting that LASR check both loop qual databases (WTN and address) to insure that the loop is **not** DSL capable before returning a reject based on loop qual capability.					
SBC Response:					
9/10/03 – Change Management reported that this request had been approved by the internal SME, who would be initiating a CR to cover the work. Change Management will record the CR number and requested implementation date before this log is updated. The status will be changed to Approved.					
7/18/03 – No further update.					
7/3/03 – Update will be provided in the July meeting.					
4/30/03 – New CCR added to log. Was referred to SME on 4/22/03.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-032	ASI Southwest Region	Donna Gonzalez	Ordering (LEX, EDI) **All Regions**	Closed 9/10/03 Review in 9/2003	4/21/03

CLEC Verbatim Description: ASI is requesting that SBC Telco resolve their internal database/system limitations that result in prohibiting the acceptance of LSRs for Ported TNs in all SBC regions. Although we appreciate the complexity of properly identifying the appropriate CO (local serving office) or RSU location of the ported TNs in order to correctly identify if the end user customer's loop qual is good. We also are aware of the multiple problems in flowing internal service orders and insuring that an accurate inventory of the CO DSLAM/ VPI/VCI assignment is maintained (and usable for mtce. purposes). ASI has identified an increasing demand to provide DSL to customers with Ported TNs, without requiring the customers to take a number change.   ASI believes that the current Ported TN limitations are due to multiple database and system limitations, verses a technology or physical limitation of the customer's loop itself. If we are mistaken in this assumption, please advise us of the technical/physical problem, and ASI will withdraw its CR.   This is for REQTYP A, all ACT.
SBC Response:
9/10/03 – Change Management advised that Accessible Letter CLECALL03-103 had been issued on August 26th advising CLECs how they could identify non-native TNs and which switch they operated out of. This information allows CLECs to order DSL services on those TNs. Change Management asked the originator to check with her internal group and advise whether this request and CCR03-048 can be closed. She advised on 9/11/03 that they could both be closed.
8/8/03 – Change Management did not get an update from the Product Director prior to the CMP meeting. Once that is obtained, Change Management will contact the originator.
7/3/03 – Change Management has learned from the Product Director that internal testing of this capability will begin in all regions on 7/14/03 and end on 7/28/03. There will be 6 scenarios tested and the detailed results will be published internally. A high level report can possibly be provided at the August CMP meeting on August 7th. Status will be left Pending until at least the August CMP meeting.
5/30/03 – Change Management has learned that this is being looked at by Network and IT as well as ASI at this time.
4/30/03 –New CCR added to log.

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-035	AT&T Midwest Region	Shannie Marin		Approved Review in 9/2003	11/8/02 Transferred from CUF on 5/1/03

CLEC Verbatim Description: Ameritech system is not capable of separating the daily usage file by state and instead sends 1 file for all five states. AT&T is concerned that as customer volumes continue to grow the file will increase and processing errors will occur.

CLEC Comments/Action Taken/Status/Resolution:

AT&T has discussed with the account team since 7/01 and addressed during a CLEC June 2002 CLEC forum where Ameritech requested the issue be sent in on a form to the forum.

CLEC Description of Extent of Impact on Business & CLEC Community:

As customer volumes grow for CLECs processing problems may occur due to extremely large files for daily usage.

SBC Response:

9/10/03 – Change Management reported that SBC is actually looking at a phased approach to resolution of this request. There are no timeframes around this yet but CLECs stated that they would need 30 days' notification in order to change the programming on their end to receive individual files. It was also decided that the questions mentioned in the 8/8/03 update are no longer needed.

8/8/03 – Change Management met with the SME and his supervisor after the July meeting. They did not have a record of questions they owed responses on to the forum. However, if these questions could be provided by the CLECs, they would gladly respond. The plans for splitting this file go back to the actual generation of five separate files. The SME's supervisor did confirm for Change Management that the current file does not consist of the five state files concatenated together as described in the 7/18/03 update. The estimated completion date is still the same. CLECs asked if this effort could be done in two phases: (1) split the existing file, and (2) generate the five separate files. Change Management agreed to check on this. Talk America, MCI and AT&T will prepare the questions that the SME owes answers on and send to Change Management.

7/18/03 – CLECs were not satisfied with the updated provided on 7/3/03. Their questions included whether SBC's DUF file meets OBF standards and details about why the splitting of this file by state is going to take until 3Q04. Concern was again raised about the DUF file being composed of 5 state files concatenated together which should make it easy to split apart. The file currently keeps timing out during the transmission process on the SBC side and has to be resent. They also expressed that the SME had agreed to return to a CMP meeting with answers to some questions and so far has not done so. The CLECs felt they were owed answers to those questions. Change Management agreed to pursue all this with the appropriate SMEs.

7/3/03 – Change Management spoke with the SME and his team lead about their participation in the July meeting. Even though the timeframe given in the May meeting was not a satisfactory one for the CLECs, neither the SME nor his team lead has the power to change that. The date given is based on budgets and limited IT resources to do the necessary programming. Change Management will escalate this request if the originator wants it escalated, but all CLECs must realize that the IT resources are the same ones working on other requests by CLECs. As to the format or structure of the existing DUF file, SBC considers that to be proprietary information and so will neither confirm nor deny what one CLEC reportedly heard about that.

6/6/03 – The CLECs expressed great concern over the projected date for implementing this request. One indicated that they thought the DUF file was actually made up of the five state files concatenated together and would not be that difficult to separate. The CLECs asked to have the SME join the July meeting to discuss. Change Management agreed to invite the SME.

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-035	AT&T Midwest Region	Shannie Marin		Approved Review in 9/2003	11/8/02 Transferred from CUF on 5/1/03

5/30/03 – Per the SME, the implementation of separating the DUF by state is currently targeted for 3Q04. The status will be changed to Approved and we will not review again until 1Q04.
5/15/03 – The SME was not on the call to give an update, but Change Management reported that he is working on the solution for this request.
5/1/03 – New CCR created for issue transferred from Midwest Region CUF at the April meeting.
3/19/03 - CLEC User Forum: SBC stated that it did not have an implementation date yet. A target date is sometime early to mid-year next year. WorldCom expressed concern regarding the delay in implementing this change. WorldCom asked that SBC have someone available to work directly with WorldCom on this issue in the interim. SBC responded that it is currently working with CLECs directly. There was discussion on how this issue could be escalated. SBC responded that it would ensure that CLECs' concerns and sense of urgency are documented in the business case it submits for prioritization of this project. It was agreed to submit this issue as a CCR so it can be escalated in both CMP and CUF. ACTION ITEM: **SBC will prepare a CCR on behalf of WorldCom to be tracked in CMP and provide the CCR number assigned to this request.**
Update - 3/14/03: Update to be provided at the March CUF meeting.
2/19/03 - CLEC User Forum: SBC reported that the result of CLECs votes was very close. There were 11 votes in favor and 12 against making the change. Due to the following additional considerations, SBC has decided to proceed with implementing the requested change to separate the DUF files by state. • OBF guidelines indicate that the files should be split by state • The change would be consistent across all SBC's regions CLECs expressed concern regarding the voting process and having SBC make a decision contrary to the majority vote. SBC responded that the suggestion of a vote was made in an attempt to resolve conflicting opinions by CLECs on this request. SBC stated that at the time the voting suggestion was made, it did not take into account the other considerations. Amerivoice stated that implementing this change should not impact the priorities of the other CLEC requested projects already scheduled for implementation. SBC responded that the prioritization and implementation of the CCRs are handled by a different organization than billing, so implementing this change will not impact other CCRs. ACTION ITEM: SBC will provide an update as to the target date for implementation at the March CUF meeting.
Update - 1/21/03: Accessible Letter CLECAM03-015 was distributed 1/21/03. Update to be provided at the 2/19 CUF meeting.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-035	AT&T Midwest Region	Shannie Marin		Approved Review in 9/2003	11/8/02 Transferred from CUF on 5/1/03

1/15/03 - CLEC User Forum:

Some CLECs expressed concern that implementing this change would cause them undue hardship, while others had opposing opinions and were anxious for this change to be made. It was pointed out that implementing this change would make it consistent with the other SBC states. SBC suggested sending an Accessible Letter early next week advising the CLEC community of the proposed change and soliciting input whether CLECs would or would not support the change. The decision to go forward with implementing the change will be based on the majority vote. A question was raised whether it would be possible for SBC to provide both options to CLECs. SBC responded that it would have to re-verify whether it could support both options and hopes to get an answer to include in the Accessible Letter to be distributed.

    ACTION ITEM: SBC will send an Accessible Letter describing the proposed change and ask for CLEC feedback.

ACTION ITEM: SBC will re-verify whether it could provide CLECs the option of receiving the DUF file as one file or five files, separated by state.

Update - 1/6/03:

Several CLECs responded that separating the DUF files by OCN does not meet their needs, therefore, a request was made to the billing group to separate the DUF files by state. The earliest target date for implementation is August 2003.

12/11/02 - CLEC User Forum:

SBC stated that its internal billing group proposed to provide the DUF files separated by OCN rather than by state as was requested. That would be consistent with how the DUF files are separated for all of the other regions. Separating by OCN would be like separating by state because there is one UNE OCN per state. The DUF files are provided for UNE, it does not apply to retail. SBC is awaiting a response from AT&T to find out if this is acceptable.

ACTION ITEM: **CLECs will provide feedback by 12/17 whether having the DUF files separated by OCN (rather than by state) will meet their needs.**

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-036	Covad Southwest Region	John Berard	Other **All Regions**	Pending No Review	5/5/03

CLEC Verbatim Description: Covad is requesting the implementation of a new Real Time Interface connection to Pre-Qual Raw Loop Data. Currently BellSouth has this type of interface, which has greatly increased Covad's ability to determine the loop characteristics early on in the ordering process (pre-order).	
SBC Response:	
7/3/03 – Change Management has learned that the Loop Qual SME has contacted Bell South. The SME there has advised that they are not at liberty to share any details with him until after current "legal" discussions with a CLEC have concluded. That should occur sometime this month. Until then the SBC SME does not have any information with which to start preparation of his business rules document, which is his first step.	
5/15/03 - Update will be provided in the June meeting.	
5/5/03 – New CCR added to log. Change Management also sent this to the Loop Qual SME.	

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY Attachment 4
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-037 CR030361 (3/19/05)	Talk America Midwest Region	Janine Truhn	Ordering (EDI) **All Regions**	Approved No Review	5/7/03

CLEC Verbatim Description: Talk has had the following scenario happen several times. An Ameritech PON OPS6302681615, state of IL. version 1 rejected for "LS1491 LSR-CC invalid for REQTYP". We received a Fatal reject. We sent a supplement to correct the company code, which was version 2. Version 2 received a Super Fatal reject with the error message of: "SF0282 CC/PON match not found with SUP. Re-issue as initial request". This means that Talk has to reissue this LSR under a new PON. It would be more efficient to have received the Super Fatal reject on version 1 instead of version 2.

As a matter of fact, according to LSOR 5.02, Vol 2, Section 4, 4.2 EDI Processing, Note 1: Super Fatal Errors, we should have received a Super Fatal reject on version 1 because the CC was invalid. See an excerpt below.

If Talk going to get a Super Fatal error, we'd prefer to get it on version 1 instead of sending in version 2 and then receiving it. This slows down the ordering process. It seems to occur because while the CC on version 1 was invalid, it does not match the CC on version 2 and your system throws a Super Fatal reject.

NOTE 1:
SUPER FATAL ERRORS:
The following error conditions are identified as Super Fatal.
• CC is missing or is invalid.
• PON is blank.
• CC/PON match not found, SUP is populated.
• SUP is populated and a CC/PON match is found, and request status is completed
or canceled.
• REQTYP is blank or invalid.
• Release version (RVER) missing or invalid.
• CC/RVER combination not valid.
• SC is blank or invalid.
• SUP type invalid on version.
Must send another Record Type 850 (initial).
When a Super Fatal error is detected, editing of the request will cease.

SBC Response:

7/3/03 – The originator indicated that the volumes are not large; but that the problem itself is large once it occurs. The status of the CR is still the same.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-037 CR030361 (3/19/05)	Talk America Midwest Region	Janine Truhn	Ordering (EDI) **All Regions**	Approved No Review	5/7/03
5/15/03 – The Business Requirements group has input CR030361 to have reject"LS1491 LSR-CC invalid for REQTYP" made a super fatal reject. Change Management also asked for volumes of occurrences of this from the originator and other CLECs since this could help accelerate the implementation of the CR.					
5/7/03 – New CCR added to log.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-038	Talk America Midwest Region	Janine Truhn	Ordering (EDI) **All Regions**	Pending Review in 9/2003	5/7/03

CLEC Verbatim Description: Talk discovered seven Ameritech PONs that have a Billing Completion Date (from the 865 Post to Bill Notification) that is earlier than the Provisioning Completion Date (from the 865 Completion Notification). We received the Completion Notification BEFORE the Post to Bill Notification. However, the Billing Date is still earlier than the Completion Date.

The LSC researched the 7 PONs and in all but one case, discovered that the AIT system failed to auto-update the Billing Completion Dates, and a rep manually entered them. The rep, however, made a mistake and entered incorrect dates. Talk is currently reviewing our records to ensure that we were not billed for a customer's usage prior to the order being completed.

Since the Billing Completion Date is a critical date, Talk feels strongly that it should not be manipulated manually and should only be updated by AIT's system.

Billing Completion Date	Completion Date	PON	Version number	Company Code
18-Feb-2003	20-Feb-2003	OPT710936A	8	1200
25-Feb-2003	28-Feb-2003	OPT717004	5	1200
2-Mar-2003	6-Mar-2003	OPT711659	8	1233
11-Mar-2003	14-Mar-2003	OPT733256	2	1200
13-Mar-2003	14-Mar-2003	OPT733152	3	1200
15-Mar-2003	17-Mar-2003	OPS30532321-795	1	1200
19-Mar-2003	21-Mar-2003	SYS744715	1	1200

SBC Response:

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-038	Talk America Midwest Region	Janine Truhn	Ordering (EDI) **All Regions**	Pending Review in 9/2003	5/7/03

9/10/03 – During discussion of this request the question was asked what causes a rep to have to force the PTB notification. Change Management agreed to research that and report at the next meeting. It was thought that all of these notifications should be mechanized and Change Management didn't disagree but there are conditions which cause a manual notification to be sent. The CLECs also asked for more specific information on which Performance Measurements would be impacted by placing a condition on the PTB date and how they would be affected. Change Management will research that also and report next month. The status will be changed back to Pending.
8/18/03 – Change Management held a meeting with internal SMEs from LASR and the Notification process. They confirmed that these examples involved multiple orders and that the reps had actually picked up the latest SOC date and the first PTB date. There is no way to design an edit for LASR to check that the rep enters the correct PTB date because if LASR knew what that date was, it would pre-populate that date when the rep has to force the PTB notification or LASR would send the PTB notification on its own. The only edit SBC could do would be to see that the PTB date was greater than or equal to the SOC date, but that would be assuming that the SOC date was correct, which might be an erroneous assumption and could cause problems with PMs. It is SBC's goal for its systems to do all of the notifications, but today there is still some fallout to the LSC. SBC is not going to put an edit in place as requested, but instead is going to rely on its management team to ensure that the improvements seen in rep performance are maintained such that the need for an edit is nil. This request will be shown as Not Approved.
8/8/03 – Change Management held a meeting on 7/22/03 with the Technical Support person for the Midwest region LSC. She had found that the service reps were inadvertently picking up the wrong date for the PTB when they had to force that notification. They have all been retrained and Change Management asked Talk to check and see if they were still getting these types of errors. Talk said they still want an edit put in place to validate that the date entered by a rep is the correct date for PTB when that notification has to be forced. Change Management will talk to the SME about doing that before the September meeting.
7/18/03 – There have been some personnel changes that kept the 7/11/03 meeting from taking place. The meeting has been rescheduled for 7/21/03. The originator has also sent some additional examples.
7/3/03 – The 6/11 meeting and subsequent reschedulings did not take place for various reasons. A new meeting date has been set for 7/11/03. More information will be known after that and Change Management will get with the originator on any findings.
6/6/03 – The meeting was moved to 6/11. The originator mentioned in the meeting that her company has over 4000 PONS with no Billing Completion Notice. There is also a big gap in time between SOC and BCN on others, often more than 15 days. One CLEC asked if she had checked to see if they were in error status, because that can contribute to a long interval like that. She agreed to look into that.
5/30/03 - Change Management has a meeting with the Midwest region SME on 6/5/03. An update might be provided in the June meeting.
5/15/03 – The originator advised that the examples provided are all in the Midwest region.
5/7/03 – New CCR added to log.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-039	Talk America Midwest Region	Janine Truhn	Ordering (EDI) **All Regions**	Pending Review in 9/2003	5/7/03

CLEC Verbatim Description: Talk requires the ability to cancel a Move order any time before it completes. Currently, if one of the service orders is being worked or completed the order can not be canceled even though it is not complete and there is a service order pending on SBC's side.	
SBC Response:	
9/10/03 – Change Management was incorrect in its assessment of the DR and it will not resolve this issue. Change Management will hold a conference call next week with the SMEs to discuss this request and the pros and cons of it.	
8/15/03 – Change Management researched the DR and believes that it will resolve this request. The originator is going to run some test cases in the CLEC test environment to see if it is fixed. If so, then this request will be closed. The DR was resolved on 8/11/02.	
7/18/03 – Change Management is going to investigate whether this is tied to a DR or not. DR66315 reads like it is close to this description.	
7/3/03 – Update will be provided in the July meeting.	
6/6/03 – The originator indicated that this was for all REQTYPs and all ACTs.	
5/30/03 –Change Management sent email t o the originator asking what REQTYPs and ACTs this request was for.	
5/7/03 – New CCR added to log.	

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-041	Nexus Communications Midwest Region	Mark Deek	Ordering (LEX), LSOR/LSR Business Rules **Midwest Region**	Pending Review in 9/2003	4/24/03

CLEC Verbatim Description: We would like to have the ability to block telemarketing solicitations to our customers. This feature is currently in the directory listings section of the LSR, (NOSL) but is not currently available for use. We have had a recent barrage of complaints regarding this issue. Please notify me with any information regarding the procedure to activate this field.

SBC Response:

9/10/03 – Now that there is a national "Do Not Call" list, consumers can get themselves put on that to eliminate telemarketing calls. Change Management will check to see when and if Privacy Manager will be offered to CLECs in the Midwest region.

7/18/03 – Change Management has received some information from the Directory SMEs about how to satisfy this request and will also check with the Product manager for Privacy Manager. An update will be provided in the August meeting.

7/3/03 – Update will be provided in the July meeting.

5/30/03 – This request has been forwarded to the Directory SMEs for analysis.

5/15/03 – The originator was not on the call, but several CLECs suggested looking at other fields on the DL form: DML (which is open in SBC), NOSL (not open in SBC) and TMKT (not open in SBC). Another suggestion was to offer Privacy Manager in the Midwest Region which would mean revenue for both CLECs and SBC. Change Management will provide an update at the June meeting.

5/7/03 – New CCR added to log.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-042	ASI Southwest Region	Myra Lee	Ordering (EDI) **All Regions**	Pending No Review	2/26/03

CLEC Verbatim Description: Currently the Line Loss Notification carries the Working Telephone number (WTN) at the current address to be disconnected. ASI is requesting the Loss Notification response include the telephone number at the new address when an end user customer moves their voice service (when applicable) as well as the OTN. This enhancement will enable the DSL service to be moved (by the CLEC) to the new address with the new TN automatically, thus preventing the end user from experiencing excessive down time.

SBC Response:
8/19/03 – The originator has asked to have this escalated.
7/18/03 – This request has been provided to SBC Telco's OBF representative to support at the next OBF meeting.
5/30/03 – New CCR added to log. This request generated much discussion about adding additional fields to the Line Loss Notification because other requests had been denied. However, this request is asking to modify a field being added under LSOG 6, so Change Management decided to pursue it with the SMEs. The originator indicated that they are asking to modify the TNC information on the Provider Notification response. The modification would be to read "Required when the NTA field is B, optional when the NTA field is C, otherwise prohibited." This enhancement will enable the DSL service to be moved (by the CLEC) to the new address with the new TN automatically, thus preventing the end user from experiencing excessive down time, according to the originator. The modification requested is not covered in LSOG 6 or 7 so this request will be held in Pending status until it receives approval from OBF.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-043	LDMI Midwest Region	Dave Campbell	Pre-Ordering (EDI, Verigate) **Midwest Region**	Pending No Review	5/20/03
CLEC Verbatim Description: LDMI requests SBC allow for the use of a permanent remark on CSR's indicating shared hunting is in use including the main number of the other account.					
SBC Response:					
7/18/03 – No further update.					
6/6/03 – The originator indicated that what he is requesting is actually utilized in SBC Retail. It is an IDENT FID of VSHA. Change Management agreed to pursue with the SMEs.					
5/30/03 – New CCR added to log and forwarded to the Pre-Ordering SME for analysis.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-045 CR030479 (7/17/04)	Birch Southwest Region	Norene Carroll	Pre-Order (Verigate, CORBA), Ordering (LEX) **All Regions**	Approved No Review	5/21/03

CLEC Verbatim Description: Birch submits the proposed change request that outlines critical SBC system and process enhancements to support multiple OCNs per CLEC per platform, and/or support a scalable migration of embedded base customers between two different OCNs. The primary business need driving this request is the mere fact of industry consolidation through merger initiatives.

To date, SBC does not support multiple OCNs per platform nor does SBC support a mechanical process to mass migrate customer from one OCN to another. Instead, due to the restrictions in place SBC requires the owner of the OCN to migrate customers through the standard ordering process, one LSR at a time and potentially at the line-level. The result of approving such enhancements would have considerable cost, resource and system efficiencies for SBC and CLECs.

SBC Response:

8/8/03 – Change Management reported that it was the intention of this CR to make the mechanical process update all the downstream circuit/TN inventories.

7/18/03 – The CLECs expressed concern about whether this mechanized process would include updating the circuit inventories in SBC's downstream systems as well as the customer databases.   One CLEC also mentioned that they though the Midwest region already had a mechanized process that would perform changes like this. Change Management agreed to check on all of this and report at the next meeting.

7/3/03 – Change Management has learned that CR030479 has been created to cover the mechanized process of converting CLEC OCNs and ACNAs. It currently carries a requested implementation date of 6/11/04. Industry Markets OSS SMEs are working with IT to ensure that all impacts are identified so this project can move forward.

6/6/03 – MCI indicated during the meeting that they fully support this mechanized process.

5/30/03 – New CCR added to log. Change Management has learned that all regions except the Midwest region already accommodate multiple OCNs per CLEC per platform, including 2 UNE OCNs and a Resale OCN. So the only portion of this request not satisfied is the mechanized migration of customers from one OCN to another.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-046A	ASI Southwest Region	Myra Lee	Maintenance & Repair-EBTA (Broadband RT Tool) **All Regions**	Approved No Review	5/22/03

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-046A	ASI Southwest Region	Myra Lee	Maintenance & Repair-EBTA (Broadband RT Tool) **All Regions**	Approved No Review	5/22/03

CLEC Verbatim Description: This correspondence request Pronto Line raw statistics from the TELCO Alcatel Network Element to be sent to SBC Advanced Services, Inc. (ASI) on a real time basis line by line. Those bolded are considered a must have in order to properly interpret the status of the line.

NETWORK ELEMENT FIELD	DESCRIPTION
ATURPWR	**The current state of the CPE modem**
DNATTN	**Downstream Attenuation (dB)**
DNNMR	**Downstream Noise Margin (dB)**
DNPWR	**Downstream Power (dBm)**
DNRATE	**Downstream Data Rate (Kbps)**
DNRELCAP	**Downstream Relative Capacity (%)**
DSL	**State of the DSL Line (e.g. SYNC, NOCARRIER)**
OPERMODE	Operating Mode (e.g. DMT, GLITE)
SYNCOPEN	**Current Sync Status (e.g. NOERROR)**
UPATTN	**Upstream Attenuation (dB)**
UPNMR	Upstream Noise Margin (dB)
UPPWR	**Upstream Power (dBm)**
UPRATE	Upstream Data Rate (Kbps)
UPRELCAP	**Upstream Relative Capacity (%)**
XCVRRESET	Count of Autonomous Receiver Resets
SYNCSTATUS	**Indication of Sync Below Minimum Rate**
LINKDNSTATUS	**Indication of Link Failure**
LINKDGRSTATUS	**Link Failure Cause**
PST	Primary Line State
SST	Secondary Line State
CRS/PST	T0 Cross Connect, Signaling Type and State
MS NEND	Monitored Seconds
UP + DN BE	Block Errors
UP + DN ES	**Erred Seconds**
UP + DN SES	Severely Erred Seconds
UP + DN UAS	Unavailable Seconds
UP + DN LOFS	Loss of Frame Seconds
UP + DN TCC	Total Cell Count
UP + DN LOFE	Loss of Frame Events
UP + DN LOSE	**Loss of Signal Events**

Page 87

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-046A	ASI Southwest Region	Myra Lee	Maintenance & Repair-EBTA (Broadband RT Tool) **All Regions**	Approved No Review	5/22/03

SBC Response:
8/8/03 – Change Management reported that the escalation process has been started within Industry Markets.
7/18/03 – Change Management reported that the originator has asked that this be escalated for an earlier implementation date.
7/3/03 – Change Management has asked permission from the originator to split this CCR into two requests – "A" for the real-time tool that will be worked out of EBTA and "B" for the historical tool. The originator agreed to do to. That split will be accomplished with this, the 7/3/03 update. The current target for implementation of the real-time tool via EBTA is 2Q04 and it will be available to all CLECs utilizing PRONTO to serve their end users.
6/6/03 – It appears that the real-time tool will utilize EBTA. No decision has been made about the historical data yet.
5/30/03 – New CCR added to log. The information above has been provided to the IT and Network SMEs. ASI has amended this request to indicate that they are also requesting access to historical data as part of their requirements.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-046B	ASI Southwest Region	Myra Lee	Other (Broadband RT Tool) **All Regions**	Pending Review in 7/2003	5/22/03

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-046B	ASI Southwest Region	Myra Lee	Other (Broadband RT Tool) **All Regions**	Pending Review in 7/2003	5/22/03

CLEC Verbatim Description: This correspondence request Pronto Line raw statistics from the TELCO Alcatel Network Element to be sent to SBC Advanced Services, Inc. (ASI) on a real time basis line by line. Those bolded are considered a must have in order to properly interpret the status of the line.

NETWORK ELEMENT FIELD	DESCRIPTION
ATURPWR	**The current state of the CPE modem**
DNATTN	**Downstream Attenuation (dB)**
DNNMR	**Downstream Noise Margin (dB)**
DNPWR	**Downstream Power (dBm)**
DNRATE	**Downstream Data Rate (Kbps)**
DNRELCAP	**Downstream Relative Capacity (%)**
DSL	**State of the DSL Line (e.g. SYNC, NOCARRIER)**
OPERMODE	Operating Mode (e.g. DMT, GLITE)
SYNCOPEN	**Current Sync Status (e.g. NOERROR)**
UPATTN	**Upstream Attenuation (dB)**
UPNMR	**Upstream Noise Margin (dB)**
UPPWR	**Upstream Power (dBm)**
UPRATE	**Upstream Data Rate (Kbps)**
UPRELCAP	**Upstream Relative Capacity (%)**
XCVRRESET	Count of Autonomous Receiver Resets
SYNCSTATUS	**Indication of Sync Below Minimum Rate**
LINKDNSTATUS	**Indication of Link Failure**
LINKDGRSTATUS	**Link Failure Cause**
PST	Primary Line State
SST	Secondary Line State
CRS/PST	T0 Cross Connect, Signaling Type and State
MS NEND	Monitored Seconds
UP + DN BE	Block Errors
UP + DN ES	**Erred Seconds**
UP + DN SES	Severely Erred Seconds
UP + DN UAS	Unavailable Seconds
UP + DN LOFS	Loss of Frame Seconds
UP + DN TCC	Total Cell Count
UP + DN LOFE	Loss of Frame Events
UP + DN LOSE	**Loss of Signal Events**
UP + DN LOPS	Loss of Power Seconds

Page 90

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-046B	ASI Southwest Region	Myra Lee	Other (Broadband RT Tool) **All Regions**	Pending Review in 7/2003	5/22/03

SBC Response:
7/3/03 – Change Management has asked permission from the originator to split this CCR into two requests – "A" for the real-time tool that will be worked out of EBTA and "B" for the historical tool. The originator agreed to do to. That split will be accomplished with this, the 7/3/03 update.
6/6/03 – It appears that the real-time tool will utilize EBTA. No decision has been made about the historical data yet.
5/30/03 – New CCR added to log. The information above has been provided to the IT and Network SMEs. ASI has amended this request to indicate that they are also requesting access to historical data as part of their requirements.

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-047	Allegiance Southwest Region	Marianne McAllister	Repair & Maintenance (EBTA) **Midwest, 2-State, Southwest Regions**	Pending Review in 9/2003	5/23/03

CLEC Verbatim Description: As discussed in the May 7, 2003 CLEC User Forum, Allegiance is submitting a request to provide the same 48 hour trouble ticket "hold" functionality when utilizing EBTA to open tickets as is currently offered for tickets that are opened manually. Allegiance continues to strive internally to open the vast majority of trouble tickets via EBTA in support of the SBC initiative for resource efficiencies for both SBC and Allegiance.

The rationale for this request is in many instances business customers are not open and available for Allegiance to verify that service issues have been resolved over the weekend hours; however, under the current process the tickets opened via EZTA are automatically closed systematically by SBC after 24 hours.   Providing the same 48 hour trouble ticket "hold" functionality for EZTA tickets will provide the best possible customer service for the end user, something that is key to both Allegiance and SBC.

SBC Response:
9/10/03 – The Director of the EBTA Support team stated that he would initiate a conference call with the CLECs to advise CLECs of the proposed resolution of this request. No timeframe for the call was given.
7/3/03 – Change Management has learned that the EBTA Support team is working on a way to satisfy this request and will have an update for the August meeting.
5/30/03 – New CCR added to log and sent to the OSS EBTA Support Team for analysis.

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-048	ASI Southwest Region	Donna Gonzalez	Ordering (LEX, EDI) **All Regions**	Closed 9/10/03	5/27/03

CLEC Verbatim Description: ASI is requesting that SBC Telco allow DSL service on a voice service when the telephone number is a Pooled Number. This CR is related to CCR03-032 (requesting DSL service on a Ported Number). This is for REQTYP A, all activity types.
SBC Response:
9/10/03 – See the response provided in CCR03-032. This request can be closed per the originator on 9/11/03.
8/8/03 – Change Management did not get an update from the Product Director prior to the August CMP meeting. Will contact that group for an update and will then get with the originator.
7/3/03 – Change Management has learned from the Product Director that internal testing of this capability will begin in all regions on 7/14/03 and end on 7/28/03. There will be 6 scenarios tested and the detailed results will be published internally. A high level report can possibly be provided at the August CMP meeting on August 7th. Status will be left Pending until at least the August CMP meeting.
5/30/03 – New CCR added to log and forwarded to the Product team for analysis.

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-049	ASI Southwest Region	Myra Lee	Pre-Ordering (CORBA) **All Regions**	Pending No Review	5/27/03

CLEC Verbatim Description: ASI is requesting Telco to provide the end user's United States postal City on the customer service inquiry (CSI) response. For purposes of clarification, the end user is identified here as the service address of the WTN on the CSI. The service address city, in many cases, is not the acceptable United States postal city of the service address. End users frequently are not aware that the service address city is not the acceptable United States postal city, which must be identified in order to create an acceptable shipping label, based on USPS standards.

The data that is being requested on the CSI response is similar to the field and data value that is provided with the Alternate Community field for PB.

SBC Response:
7/18/03 – No further update.
5/30/03 – New CCR added to log and forwarded to the Pre-Ordering SME for analysis.

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-050 CR030403 (12/13/03)	Covad Southwest Region	John Berard	Ordering (LEX, EDI) **All Regions**	Monitor 12/13/03 Review in 9/2003	5/28/03

CLEC Verbatim Description: Provide TN and circuit information on all orders jepped for busy pair.	
SBC Response:	
9/10/03 – Change Management reported that CR030403 has been committed for the 12/13/03 release. It will be implemented for the newest version only. The request will be put into Monitor status until the December release.	
7/18/03 – Change Management reported that this CR is being escalated into the December release. Change Management is almost 100% sure it covers this request but must check with one more SME to be certain. Will provide an update at the next meeting.	
7/3/03 – Update will be provided in the July meeting.	
6/6/03 – In the meeting ASI indicated that it was having the same problems. Birch stated that it uses the CFA Inquiry function and has greatly reduced their jeopardies. It was agreed to leave this open until next month. The originator agreed to check into the CFA Inquiry.	
5/30/03 – New CCR added to log. Change Management has learned from the SME that our network systems do not pass the circuit information and TN information – only the jeopardy. The jeopardies where CLECs do get the circuit and TN information are ones that a rep has had to do manually. The only way that this request could be satisfied would be to re-program all of our network systems to send the circuit/TN information along with the jeopardy or to drop all jeopardies to the LSC for manual handling. Neither one of these is economically sound for SBC to do. Change Management will show this request as Not Approved at the June meeting.	

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-052	Covad Southwest Region	John Berard	Ordering (LEX, EDI), LSOR/LSR Business Rules **All Regions**	Pending Review in 9/2003	5/28/03
CLEC Verbatim Description: Require a mechanized single order process for migration of line sharing and line splitting arrangements. All scenarios should be covered. No circuit number should be required for a line sharing/splitting migration, only the WTN assigned to the shared loop.					
9/10/03 – Change Management asked the originator if he had a list of the scenarios he wanted this request to cover. He said that he did not have that list prepared at this time. He did say that he would prepare it and provide it to Change Management in priority order.					
7/18/03 – Change Management reported that the originator will have to specify the scenarios they want covered in this CCR. Change Management is in no position to be able to determine them. Will notify the originator.					
7/3/03 – Update will be provided in the July meeting.					
6/6/03 – The originator clarified that this request was for migrating from line sharing to line-splitting or vice versa. Change Management is establishing a subcommittee to work these issues.					
5/30/03 – New CCR added to log.					

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-054	Birch Southwest Region	Norene Carroll	Repair & Maintenance (EBTA GUI) **All Regions**	Pending Review in 9/2003	6/3/03

CLEC Verbatim Description: Birch submits the proposed change to EBTA. Currently when Birch attempts to access trouble history in classic Toolbar, Birch is given the option to override ownership. In EBTA, Birch is not given this option. This is a problem when the line in question is a recent Birch conversion or new install as it appears the ownership will not show as a Birch customer until the order has posted. Currently we cannot view the closed trouble history in EBTA on our lines until the conversion or new install order has completed and posted. Without the ability to override ownership and view a completed order Birch would have to open a trouble ticket to view the ticket history. Birch would like to request that the override ownership functionality that is currently available in Classic Toolbar be added to EBTA.

Classic & EBTA
Difference.doc

SBC Response:

9/10/03 – The Director of the EBTA Support Team stated that he would initiate a conference call with the CLECs to discuss the proposed resolution of this request. No timeframe for the call was given.

7/3/03 – Change Management has discussed this with the EBTA Support Team Director and advised him of the LOA capability on the Pre-Order transactions. He will be working with his team to develop a parallel to that process, if possible, that will resolve this request and provide status at the August meeting.

6/4/03 – New CCR added to log. Also sent to the EBTA SME.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-056	ASI Southwest Region	Myra Lee	Ordering (EDI) **All Regions**	Pending No Review	6/10/03
CLEC Verbatim Description: ASI is requesting Telco provide the order number generating the POTS loss and the disconnect reason for the loss on all Provider Notifications as is done today on the Loss Notification "reports". This information could be provided via the "RESID – Response Identifier" as described in the OBF document.					
SBC Response:					
8/19/03 – The originator has asked to have this escalated.					
7/18/03 – Change Management advised that this request was provided to the Telco OBF representative for support at the next OBF meeting.					
6/13/03 – New CCR added to the log.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-057	VarTec Southwest Region	Kevin McIntosh	Other **All Regions**	Closed 9/10/03 Review in 9/2003	6/10/03

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-057	VarTec Southwest Region	Kevin McIntosh	Other **All Regions**	Closed 9/10/03 Review in 9/2003	6/10/03

CLEC Verbatim Description: Due to recent problems encountered with upgrades from LSOR 3.06/4.02 to 5.03, VarTec/Excel would like to see after hours support implemented by SBC for LSOR upgrades. For purposes of this CCR, after hours refers to that window outside of the 8-5 Monday-Friday timeframe. This support would include LSOR upgrades such as from 3.06 to 5.03, as well as version upgrades such as from 5.02 to 5.03. VarTec/Excel is providing a separate attachment that outlines problems encountered during recent upgrades for each of the three regions done on different weekends. Included in this outline are steps that were taken prior to the weekend to ensure that problems would not occur, yet still did.

At this time SBC performs its LSOR and version upgrades during after hours, yet from a support perspective this is not something available to the CLEC community. VarTec/Excel is recommending that upgrade support be offered in that timeframe labeled as after-hours by SBC. VarTec/Excel proposes that SBC charge a flat, non-recurring type fee, or a time and materials fee for any cost associated during this after-hours support accordingly.

VarTec/Excel Upgrade Problems

- **Midwest (formerly known as Ameritech)**
  - 05/08/03 SBC OSS Account Management confirmed that everything was setup for the Midwest conversion.
  - Both Pre-Order and Order LSOG 5.03 TPID's were not operational on Sunday 05/11/03.
  - Unable to obtain support due to SBC conversion support requirements.
  - Conference calls with SBC on 05/12/03 identified that the TPID's were not setup in the IA server.
    - SBC identified that they were confused because of they were working from a wrong version of the EDI/Corba forms.
  - SBC corrected this and the TPID's then were operational at around 1030 cdt on 05/12/03.

- **2-State West (formerly known as PacBell)**
  - SBC verified that everything was setup and correct on Pre-Conversion Conference Call held on 05/16/03 at 1500 cdt.
  - Both Pre-Order and Order LSOG 5.03 TPID's were not operational on Sunday 05/18/03.
  - Conference calls with SBC on 05/19/03 identified that the TPID's were not setup properly in the EDI Translator.
    - SBC identified a typo in the configuration files.
  - SBC corrected this and the TPID's then were operational at around 1000 cdt on 05/19/03.

- **Southwest (formerly known as SouthwesternBell)**
  - SBC verified that everything was setup and correct on Pre-Conversion Conference Call held on 05/30/03 at 1500 cdt.
  - Both Pre-Order and Order LSOG 5.03 TPID's were not operational on Sunday 06/01/03.
  - Numerous escalations were required on Monday 06/02/03 in order to get SBC to support us.
  - Conference calls with SBC on 05/19/03 identified that the IP's and TPID's were not setup properly in the SBC systems.
    - SBC and Vartec identified that SBC was sending Order PROD to TEST Pre-Order.
    - Pre-Order was failing internally within SBC systems.
  - SBC corrected this and the TPID's then were operational at around 1030 cdt on 06/02/03.

All REQTYPs, All ACTs

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-057	VarTec Southwest Region	Kevin McIntosh	Other **All Regions**	Closed 9/10/03 Review in 9/2003	6/10/03

SBC Response:
9/10/03 – Change Management reported that this request had been escalated to the Executive Director level as requested. It was determined that PON level versioning, which will be implemented in 11/2004, actually makes the need for this request go away because connectivity can be tested any time the CLEC is ready. SBC IT does not want to set up a special process for just a year. What SBC would like to do is set up a process with VarTec/Excel to ensure that they have all their connectivity checked during the day they plan to cutover so they do not experience any problems during their evening cutover. VarTec/Excel agreed with this plan and also agreed that this request could be closed.
7/18/03 – The originator felt very strongly that SBC should help the CLECs in some way make their upgrades in off hours, like SBC is able to do over an entire implementation weekend. VarTec even indicated that they would be willing to pay for this service. They want it escalated within Industry Markets. When asked their preference of off hours to make their upgrades, VarTec said Sunday. MCI indicated an interest in Friday evenings. Change Management agreed to escalate and leave this open until the next meeting.
7/3/03 – Change Management learned from the OSS SME that this request would be extremely resource intensive to satisfy, and SBC has already turned down several informal requests from other CLECs for this same thing. SBC acknowledges that the problems that VarTec experienced were very real but feels that they were resolved fairly quickly. Change Management will show this as Not Approved at the July meeting.
6/13/03 – New CCR added to the log.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-058	ASI Southwest Region	Myra Lee	Ordering (EDI) **All Regions**	Pending No Review	6/10/03
CLEC Verbatim Description: ASI would like to request the following update to the a T activity LSR for DSL Line Sharing: 1). ASI would request that SBC Telco accept a T Activity LSR for line sharing with a 1 day minimum Telco interval to enable the DSL service to be installed on the same day as the POTs line. This request includes new customer service requests as well as moves, and would broaden the opportunities to provide both services in the earliest possible timeframe. 2). ASI would request that SBC Telco provide requirements for LSR processing that would enable the Retail/Wholesale sides to automatically tie the CLEC line sharing request (LSR) to the POTs line installation, thereby negating the need for supplements designed to keep the two separate orders in sync (i.e., timing wise when DD changes). This request includes the CLEC's need to be kept informed about any subsequent changes in due date (i.e., via Jeopardy notification with ESDD). REQTYP AB, ACT T						
SBC Response:						
7/18/03 – No further update.						
6/18/03 – New CCR added to the log.						

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-059	ASI Southwest Region	Myra Lee	Ordering (EDI) **All Regions**	Pending No Review	6/6/03

CLEC Verbatim Description: Currently Telco LASR validates against CRIS (or other applicable system in each region) records for the existence (or non existence) of Line Share on the end users TN. It also validates against CABS (or other applicable system in each region) for the existence (or non existence) of the CABS circuit (ECCKT). Although it is our understanding that these two edits are performed simultaneously LASR does not wait for a response from both systems. Thus resulting in the return of one reject message (IF1006 Shared NBR does not contain LS or IF0015 ECCKT not found) when actually both reject messages and reasons could apply.

We are requesting that LASR wait for the response from BOTH systems before rejecting and only reject if both CRIS LS and CABS records are not found. With both of the above reject messages.

When disconnecting DSL service we must be guaranteed that we are successfully disconnecting the end users DSL CRIS records and the ASI CABS billing records. Once one of these system rejects are received it makes it impossible to SUP a PON especially when we can see that the ECCKT or the LS does in fact exist.

Telco systems do not allow us to validate the existence or non existence of the ECCKT in PB, AIT, and SNET regions. And is difficult to accurately validate in the SW region. And with the numerous errors in ECCKTs (missing, incorrect, duplicated) this validation is more difficult.

The disconnect order is requesting the disconnection of both these items, and the rejection message/edit should not be limited to only one, but should validate both and only reject for both.

The IF1006 reject message is returned predominately in the PB, AIT and SNET regions with almost no appearances of the IF0015 reject. The IF0015 reject is returned predominately in the SW region with almost no appearance of the IF1006 reject.

REQTYP AB, ACT all

SBC Response:

7/18/03 – No further update.

6/18/03 – New CCR added to the log.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-060	ASI Southwest Region	Myra Lee	Pre-Ordering (CORBA) **All Regions**	Pending No Review	6/12/03
CLEC Verbatim Description: Provide an additional field to the Batch Telco Qual Tool to indicate when another CLEC owns the line. This will enable us to disqualify those loops not belonging to SBC.					
SBC Response:					
7/18/03 – No further update.					
6/18/03 – New CCR added to the log.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-061	ASI Southwest Region	Myra Lee	Pre-Ordering (CORBA) **All Regions**	Pending No Review	6/12/03
CLEC Verbatim Description: Provide an updated disqualification routine in the Batch Telco Qual Tool to account for disqualifying FIDs.					
SBC Response:					
7/18/03 – No further update.					
6/18/03 – New CCR added to the log.					

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-062	ASI Southwest Region	Myra Lee	Pre-Ordering (CORBA) **All Regions**	Pending Review in 9/2003	6/16/03

CLEC Verbatim Description: Provide a "from" and "to" address, and NPC code fields on the 836 Lines loss notification transaction for all F&T orders. This will enable verification of address changes and NPC on move orders on the Telco side.
SBC Response:
9/10/03 – This request will be left as Pending until some internal Change Management discussions can take place.
8/19/03 – Provided this request to the Telco OBF representative for support at the next OBF meeting. The originator has asked to have this escalated. Per a discussion between the Telco OBF representative and the SME on notifications, it is up to the end user to provide the new address to their CLEC when they move. SBC provides CLECs with the loss notification but CLECs must contact their customers to determine why they got the loss and obtain any other information they need. This request will be shown as Not Approved.
7/18/03 – This will be provided to the Telco OBF representative for support at the next OBF meeting.
6/18/03 – New CCR added to the log.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-064	ASI Southwest Region	Myra Lee	Pre-Ordering (CORBA) **All Regions**	Pending No Review	6/16/03
CLEC Verbatim Description: Provide for inclusion of POTS class of service in the Telco Batch Qual Tool. This is to include more class of services, so we can determine if we are dealing with a residence or business.					
SBC Response:					
7/18/03 – No further update.					
6/18/03 – New CCR added to the log.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-065	McLeodUSA Midwest Region	Shawna Kramer	Pre-Ordering (EDI, CORBA) **All Regions**	Pending No Review	6/4/03

CLEC Verbatim Description:
Currently there are three systems that SBC requests the CLECs use in order to verify directory information for a customer. If you speak with an OSS manager, they request we utilize Verigate for all listings. If you speak with anyone from the Directory groups at SBC, we are requested to use TCListLink for the Mid-West region and Web Listing Look-up for the Southwest region. In many cases these system do not show the same information for the customer's directory listings. We have also been informed that Verigate has a 24 hour update and TCListLink has a 72 hour update interval.

Currently there are also no company or provider codes listed on the Verigate Directory Listing Look-ups. In addition, we are unable to see any caption indent or SLU information for stand alone facilities based (UNE) director listings within Verigate, only that a listing is a caption indent or SLU.

McLeodUSA is requesting the following:
1. All three of the systems be connected in order to ensure that all systems being used by SBC and the CLECs are providing the same information for a customers directory listing.
2. Company or provider codes to be added to the directory listing look-ups in Verigate to ensure that the listings are changed at the time of conversions from one company to another.
3. Add caption indent and slu information to the directory listing look-ups for stand alone facilities based directories (UNE) in Verigate. This information currently exists in the other two systems and in Verigate for the resale directories.

These changes would allow CLECs to utilize one system for directory listings for all customers rather than using two or three systems to verify information with the various systems.

SBC Response:

7/18/03 – No further update. MCI indicated during the meeting that they support this request very strongly, especially item #3.
6/18/03 – New CCR added to the log.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
Attachment 4
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-066	VarTec Southwest Region	Kevin McIntosh	Ordering (LEX, EDI) **All Regions**	Pending No Review	6/9/03

CLEC Verbatim Description: With 13-State POR, VarTec/Excel at this time would like to see that partial migrations for California and Nevada use an ERL Value of Y where the directory listing is to remain the same for the phone number(s) being migrated. For purposes of this CCR, partial migration will refer to those conversions where the customer has multiple lines, and VarTec/Excel will be converting only some, but not all of the lines the customer has at the time with SBC retail. For instance, the customer may have two lines, and upon migration VarTec/Excel will convert one of these lines while the other line remains with SBC. At this time, when VarTec/Excel attempts to provision these orders the following reject is being received:

MR0175	ERL INVALID/INCOMPLETE INFORMATION

Some examples PONs of this are 1464244 (CC 9873), 1442599 (CC 9873), 1434842 (CC 243A), and 1453278 (CC 243A) where this error was received. The LSC was contacted and stated that ERL value of N would be required for these orders since these were partial migrations. However, using WebLex, PON# 1415698AA (CC243A) was provisioned using an ERL value of Y for a partial migration. Since this order flowed through (i.e. MOG'd) and did not fall into the LSC manual work queue, the question being raised is if partial migrations will flow-through with an ERL value of Y as they do in the Southwest and Midwest regions currently. VarTec/Excel's account management team has been unable to answer this question in a timely manner, so no resolution has been achievable via this avenue. Unfortunately the LSOR is also of little help as both the LSC and Account Team have stated to draw upon it for clarification. It lists no conditions regarding this particular scenario, as well as contains no listed data entry condition at all for California or Nevada.

An exclaimer note is included in the LSOR to the effect of:

NOTE: For partial migrations directory rules see CLEC Online/Handbook/
Product & Services/ Directory/Partial Migrations.

However, using the prescribed directions I find no such link per the directory pathway. The only options per the Directory pathway are 'User Guides – Directory', 'White Pages Directory Listings', and 'Yellow Pages Directory Listings'. Some type of correction would need to be made to the LSOR regarding this incorrect link not already done so.

At this time, VarTec/Excel wants to see an ERL value of Y used for all migrations across all regions where the directory listing for the phone number(s) will remain the same, as well as want to see all internal SBC groups adhering to this process regardless of whether the migration is partial or not.

This is for REQTYP M, ACT V

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-066	VarTec Southwest Region	Kevin McIntosh	Ordering (LEX, EDI) **All Regions**	Pending No Review	6/9/03
SBC Response:					
8/19/03 – Sent to Sandra McCloud for help.					
8/8/03 – One of the SBC participants on the call stated that this is probably manual rejects causing the problems and there is probably no DR involved. They suggested that Change Management get with the appropriate LSC.					
7/18/03 – No further update. Change Management questioned whether there might be a defect on this.					
6/18/03 – New CCR added to the log.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-068	ASI Southwest Region	Myra Lee	Pre-Ordering (CORBA) **All Regions**	Pending No Review	6/18/03
CLEC Verbatim Description: ASI is requesting SBC provide for inclusion of all in region/out of franchise accounts in CSR, LoopQual and SAG interfaces. This will provide for the further mechanization of in region/out of franchise accounts within the associated systems.					
SBC Response:					
8/8/03 – The conference call was held shortly after the follow-up call and Change Management now understands what the originator is looking for. Change Management will have to research further and the status will remain Pending.					
7/18/03 – The originator asked Change Management to join a conference call after the meeting because her internal SME wanted to discuss this in more depth. Change Management agreed to leave this open until next month.					
7/3/03 – Change Management has had one request from ASI similar to this before. The information in the CSR and LoopQual would likely be considered proprietary information by the ILEC owning them, as they are considered by SBC. No other ILEC is going to provide them to SBC in bulk to add to SBC's systems. ASI will have to gain access to that information through the group who performs the CLEC function in other ILEC franchise areas. This request will be shown as Not Approved in the July meeting. This was discussed with the originator prior to the meeting.					
6/23/03 – New CCR added to the log.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-069	ASI Southwest Region	Donna Gonzalez	Pre-Ordering (CORBA) **All Regions**	Closed 9/10/03 Review in 9/2003	6/18/03
CLEC Verbatim Description: Provide for a new CORBA transaction to enable retrieval of POTS pending orders. Enhance the LSPOR CSI transaction to enable the retrieval of the customer service inquiry when the Telco POTS account is pending. The LSPOR CSI response currently returns a generic message of "503 No Information Found" when the POTS account is pending. ASI would like the ability to retrieve the CSI of the pending POTS account. When the CSI is retrieved on a pending POTS account a new data flag should be passed on the CSI response to denote that the account is pending.					
SBC Response:					
9/10/03 – The originator advised after the meeting that this request could be closed.					
9/5/03 – Per the pre-ordering SME, Order Status is the tool that will provide the desired information on any POTS pending account. Change Management sent email to the originator asking her to have her internal group check out Order Status. Change Management will ask to close in the September meeting.					
7/18/03 – No further update.					
6/23/03 – New CCR added to the log.					

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-070	Birch Southwest Region	Norene Carroll	Other (CLEC Specific Reports on Website) **Southwest Region**	Pending No Review	6/18/03
CLEC Verbatim Description: Birch submits the proposed change to the FOC and SOC reports from CLEC Specific Reports section on the Website. Currently the FOC /SOC California and Nevada application allows CLECs to view Firm Order Confirmation (FOC) and Service Order Completion (SOC) records on the Web for 60 calendar days. However, in Arkansas, Kansas, Missouri, Oklahoma and Texas FOC/SOC, Rejects and Jeopardy manual records are only viewable on the WEB for 5 calendar days. Birch would like to request that FOC/SOC; Rejects and Jeopardy manual records are viewable for 60 days as they are in California and Nevada. Birch currently has the ability to view this information in LEX without downloading a report.					
SBC Response:					
7/18/03 – No further update.					
6/23/03 – New CCR added to the log.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-071	Birch Southwest Region	Matt Connolly	Other (DLR) **All Regions**	Pending Review in 9/2003	6/20/03
CLEC Verbatim Description: The information returned on the subject line of an SBC designed Layout Report (DLR) currently follows this format: TSEND MSG 03.171 11:03:02.72 064 FOR DAC BRTVLK01 PRTY 3. Given this view, it is very difficult to associate any DLR with the actual LSR from which it was originally requested. Birch would like to request that the LSR PON as well as the ECCKT be returned in the subject line of a DLR.					
SBC Response:					
7/18/03 – No further update.					
7/2/03 – New CCR added to the log.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-073	MCI Southwest Region	Roseann Kendall	Pre-Order (EDI/CORBA) **All Regions**	Pending Review in 9/2003	7/2/03
CLEC Verbatim Description: For LSOG 5 and higher versions, the industry standard field LST (Local Service Termination) is shown as not applicable for SBC with the Address Validation pre order response transaction. This Change Request is to make applicable across the SBC 13-State region the LST field for the pre order Address Validation response transaction exact match (i.e., validated address) condition					
SBC Response:					
9/10/03 – Change Management has not heard from the SME but did notice in the Bulk Loop Qual document that the LST field had been added to accommodate future use. So Change Management will just have to research how soon that future use will happen.					
8/18/03 – This has been sent to the pre-order SME for analysis.					
7/18/03 – New CCR added to the log.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-074 CR020875 (1/31/03)	Birch Southwest Region	Matt Connolly	Ordering (LEX) **Southwest Region**	Closed 9/10/03 Review in 9/2003	7/2/03

CLEC Verbatim Description: During the 5.02 Release in December 2002, Privacy Manager was made available to UNE-P CLECS in the SBC 2-state region via CR020616. Birch would like to request that this also be made available for UNEP in Southwest Region, be eligible for electronic ordering and flow through.

Privacy_Manager.doc

REQTYP M, ACT N, T, C

SBC Response:

9/10/03 – It was noted during the meeting that CLECs who want to provide this service to their end users must have it added to their ICA. The originator agreed that this request could be closed.

9/5/03 – Change Management will check with the originator about showing this request as Closed at the September meeting.

8/8/03 – Change Management advised that CR020875 provided electronic ordering for Privacy Manager in the Southwest Region for UNE-P as well as Flow-Through on 1/31/03. The originator agreed to check it out before the next meeting. Change Management will ask to close at the next meeting.

7/18/03 – New CCR added to the log.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-075	TDS Metrocom Midwest Region	Thomas Spelsberg	Pre-Order (Verigate) **Midwest Region**	Not Approved 9/10/03 Review in 9/2003	7/7/03

CLEC Verbatim Description: Add the ability to validate an address in Verigate via a TXNU. Metrocom has many issues on CLEC-TO-CLEC orders where the other CLEC's CSI and SBC's CSI have conflicting information. This was marked as critical because it is very difficult to get these orders processed, if at all.
SBC Response:
9/10/03 – TDS Metrocom agreed that this request could be shown as Not Approved and they understood the reason why.
8/19/03 – Change Management was not able to find a field in either LSOR 5.03 or LSOR 6.00 designated TXNU. However there is a field designated TXNUM. Sent email to originator asking if TXNUM was the field he meant. The originator replied that he actually meant ECCKT. Neither LSOR 6.00 nor LSOR 6.01 Verigate provide for Address Validation by ECCKT. Change Management contacted the pre-ordering SME and learned that doing an address validation by ECCKT is not possible, since neither PREMIS nor SAG contains ECCKT data, only TN and address data. Change Management contacted the originator on 8/21/03 about showing this as Not Approved. He will go back to his internal users before the September meeting and we will discuss disposition in that meeting.
7/18/03 – New CCR added to the log.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-076 CR030562 7/17/04	Talk America Midwest Region	Janine Truhn	Ordering (LEX, EDI) **All Regions**	Approved Review in 9/2003	6/6/03
CLEC Verbatim Description: Per the 6/5/03 Change Management meeting, Talk America would like to receive a reject instead of a jeopardy on Working Service Conflict.					
SBC Response:					
9/10/03 – Status will be changed to Approved.					
9/5/03 – Change Management has added the CR number to the header as well as the current requested implementation date for that CR.					
7/18/03 – New CCR added to the log. This CCR was submitted at the request of the SBC SME as backup for her CR.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-077	CoreComm Midwest Region	Barbara Scheiderer	Ordering (LEX, EDI) **Midwest Region**	Pending Review in 9/2003	7/11/03
CLEC Verbatim Description: CoreComm is requesting the ability to send orders electronically to SBC when reconnecting a disconnected TN within 30 days of the disconnect. Today, the only means to submit these orders is manually.					
SBC Response:					
8/18/03 – This request is closely related to CCR03-024 and they will be worked together. There is no way to retrieve a TN from the "pool" electronically before it has been properly aged after disconnection. This will always involve a manual process.					
7/18/03 – New CCR added to the log.					

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-078	Talk America Midwest Region	Janine Truhn	Ordering (LEX, EDI) **All Regions**	Pending Review in 9/2003	7/22/03
CLEC Verbatim Description: Talk America is sending over orders that are getting rejected due to another CLECs order not having completed as the due date has been set to far out. We are seeing orders with due dates of 2004 that are blocking Talk's orders as they are getting rejected for pending service order on account. Talk would like to have a time limit that SBC would reject an order that had a requested Due Date of > 90 days out from the submit date on Move orders and the related Disconnect and all other order types with a >14 day due date out from submit date.					
SBC Response:					
9/10/03 – The originator held a CLEC call on 9/4/03 and is still waiting for more CLEC input. It appears that it is going to be very difficult to have a single interval for all disconnects, all moves, all new installations, etc. She asked if the intervals could be different for each order type. SBC's request of her was that this "rule" be very simple because the more complex it is, the less likely we can get it programmed. This will be discussed again at the October meeting.					
8/15/03 – The originator agreed to host a CLEC call to gain consensus on intervals for the various orders. SBC can implement this type of edit but must know what the CLECs want as far as intervals go. Change Management encouraged the CLECs to also take this behavior on the part of one or more CLECs to the Public Utility Commissions in the August Change Management meeting. The originator will provide interval information to Change Management at the September CMP meeting on 9/10/03.					
8/8/03 – New CCR added to the log.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-079	AT&T Midwest Region	Becky Webber	Pre-Order (EDI, CORBA), Ordering (EDI) **All Regions**	Pending Review in 9/2003	7/23/03
CLEC Verbatim Description: AT&T would like to request that the number of allowable IP addresses per function per region be increased from 3 to 5 to allow for disaster recovery as required by some interconnection agreements.					
SBC Response:					
9/10/03 – There has not been a decision made on this request as to whether to approve it or not.					
8/8/03 – New CCR added to the log.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-080	Talk America Midwest Region	Janine Truhn	Other (Billing) **All Regions**	Pending Review in 9/2003	8/1/03

CLEC Verbatim Description: I submitted this issue to CUF but am submitting it to CMP as well because I think it is both.

In the last CLEC forum there was a discussion around the returned DUF Process. Currently, if a CLEC returns disputed DUF records through this process and SBC agrees it has been sent and billed in error the only credit given is for the transport of the record and not the usage that SBC has inappropriately billed. The CLEC is still required to file a billing dispute even though SBC knows it should issue the credit as they have already researched the issue and agreed it was not our file. SBC's Return DUF Process needs to talk to SBC's Billing system and issue the credit accordingly. The current behavior is inefficient. CLECs should not be required to develop code to electronically return invalid records and then still have to file a manual dispute process.

SBC Response:

9/11/03 – Change Management reported that this is still being worked on. There is a report that the LSC receives concerning the returned DUF records but it does not have enough information for the LSC to issue the credit for the usage. The team will continue to investigate a solution for this problem.

8/18/03 – A conference call has been scheduled with internal SMEs for Monday, August 25th.

8/8/03 – New CCR added to the log.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-081	Talk America Midwest Region	Janine Truhn	Other (Billing) **All Regions**	Pending No Review	7/22/03

CLEC Verbatim Description: Talk America has been attempting to use the Lines In Service Report created by SBC. We are being told that the Lines in Service Report is where we need to go to validate if an end user is on us. We are then told we need to validate this against the bill SBC sends us and then let SBC know what is wrong. It does not appear to Talk that SBC has validated this report internally before providing to CLECs. It also appears to Talk that SBC is putting the onus on the CLECs to true up SBC's systems and known billing issues. Talk feels SBC needs to validate this report against the bill and clean up both systems. Currently we feel we are being asked to clean up SBC's billing issues by utilizing a bill that may or not be accurate and with the Lines in Service Report that may or may not be accurate and they don't match. Talk feels the Lines in Service Report should be something SBC utilizes to ensure the accuracy of the bills they provide to CLECs and not the other way around. Talk feels the bill should be the tool we utilize to know what customers SBC says are ours and not the Lines in Service Report.
SBC Response:
8/18/03 – This will be sent to the SME for the Lines in Service Report for analysis and resolution.
8/8/03 – New CCR added to the log.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-082	McLeodUSA Midwest Region	Trudee Brendes	Pre-Ordering (EDI, Verigate) **All Regions**	Pending No Review	8/11/03
CLEC Verbatim Description: McLeod is requesting that Req Type JB (UNE Stand alone directory) responses work the same as they do for other Req Types such as MB, PB, AB, etc. McLeod is requesting the following: 1. FOC responses sent after the order has been written 2. SOC responses sent after the order is completed 3. Confirmation order numbers returned on the response (ex R1234567890) 4. Listing appearance returned on the response 5. Manual rejects automated. 855/865 MR (manual rejects) sent through LEX & EDI 6. Ability to view Req Type JB orders using the Order Status Inquiry Pre-Order function					
SBC Response:					
8/18/03 – New CCR added to the log and sent to the SME for analysis.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-083	McLeodUSA Midwest Region	Trudee Brendes	Ordering (EDI, LEX) **All Regions**	Pending Review in 9/2003	8/15/03
CLEC Verbatim Description: McLeod is requesting the ability to send related orders with different desired due dates. Currently related orders require the same due date. Purpose of requested change: There are orders that are dependent on one another that have different desired due dates. Related Order Example: 1. Move to a new CO w/ new #'s due 8/1/03 2. Disconnect old numbers due 8/7/03					
SBC Response:					
8/18/03 – New CCR added to the log. Email to the originator to understand how these orders are dependent on each other.					

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-084	McLeodUSA Midwest Region	Trudee Brendes	Ordering (EDI, LEX), LSOR/LSR Business Rules **All Regions**	Pending Review in 9/2003	8/15/03
CLEC Verbatim Description: McLeod is requesting the ability to send DFDT for Req Type = AB, ACT=N orders. Currently DFDT is prohibited on these order types and they are worked as all day commits. Benefit: This would allow McLeod to coordinate customer vendors and internal technicians more efficiently.					
SBC Response:					
8/18/03 – New CCR added to the log and referred to the Product Directors for analysis, as DFDT is only allowed on CLEC-to-CLEC migrations today.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-085	McLeodUSA Midwest Region	Trudee Brendes	Pre-Ordering (EDI, Verigate) **All Regions**	Pending Review in 9/2003	8/15/03
CLEC Verbatim Description: McLeod is requesting the following enhancement to the Scheduling Inquiry/Availability Dispatch Inquiry. McLeod would like the ability to check dispatch information for Business customers to determine pre-existing conditions. Purpose: The function gives CLECs the ability to confirm that facilities are available from the Central Office or if a technician dispatch is necessary. This function is very helpful when requesting a (any) new line (s), loop(s) or circuit(s). Checking the facilities available gives the CLEC an idea of the availability at a specific time and can be used to set customer's expectations at the time of the inquiry. Understood that it does not guarantee the CLEC that the facilities will be available when the order is submitted at a later time. This request is for Resale and UNE.					
SBC Response:					
8/18/03 – New CCR added to the log and sent to the SME for analysis.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-086	McLeodUSA Midwest Region	Trudee Brendes	Other (Version Change Form) **All Regions**	Pending Review in 9/2003	8/15/03
CLEC Verbatim Description: McLeod is requesting that the Version Checklist be changed back to allow for multiple ACNA's to be submitted on one Version Change Form. Note: Accessible letter received on 7/17 CLECALLS03-118 Update to version check list (added verbiage requiring separate version forms per ACNA) As of 7/2 this was not documented nor was it on the version change form checklist. McLeod has always issued one form per SBC region listing all of the OCN's separated by a coma under Resale, UNE & Facility based. Currently the form does not have a box for the ACNA, only a box for OCN's by region for Resale, UNE & Facility based.					
SBC Response:					
8/18/03 – New CCR added to the log and sent to the SME for analysis.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-087	VarTec/Excel Communications Southwest Region	Kevin McIntosh	Ordering (LEX, EDI) **All Regions**	Pending Review in 9/2003	8/25/03

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-087	VarTec/Excel Communications Southwest Region	Kevin McIntosh	Ordering (LEX, EDI) **All Regions**	Pending Review in 9/2003	8/25/03

CLEC Verbatim Description: VarTec requests that SBC standardize the feature detail format for the following products across all regions. Products to be updated are Call Forward Busy, Call Forward Don't Answer, and Call Forward Busy/Don't' Answer. Applicable USOCs for the corresponding regions are as follows:

Southwest: EVD, EVB, E5E
Midwest: EVD, EVB
West: EVD, EVB, EVE
SNET: UFD, UFN

Currently the feature detail Format is as follows (using Call Forwarding Don't Answer as the illustration):

Southwest:
EVD   /CFN 214 555-1212/RCYC 4   (local call forwarding number)
EVD   /CFN 1 800 555-1212/RCYC 4   (long distance call forwarding number)

Midwest:
EVD   /CFN 1 313 555 1212/RCYC 4 (local or long distance uses same format – LSC determines if call forwarding number is long distance or local)

West:
EVD   /CFND 14155551212/NRG 4 (local or long distance uses same format – LSC determines if call forwarding number is long distance or local)

SNET:
UFD   /CFND 203 555-1212/RCYC 4 (local call forwarding number)
UFD   /CFND 1800 555-1212/RCYC 4 (long distance call forwarding number)

As can bee seen by these illustrations every region currently has a different nomenclature for the use of this field regarding the same product. Some regions use hyphens, some don't, some regions space numbers out, some don't etc. Also, CFN is used in some regions to state the call forwarding number and other regions use CFND. VarTec feels that standardization of this field would benefit both CLECs as well as SBC itself from a training perspective also, since the LSC is often gives incorrect information on how this field needs to be addressed (incorrect manual rejects).

Also, VarTec feels that is should not be that hard to accomplish this change. During the change from LSOG 4 to LSOG 5 for example in the Ameritech Region the FID format changed as follows:

LSOG 4:
EVD   /18005551212/4

LSOG 5:

EVD   /CFN 1 313 555 1212/RCYC 4

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-087	VarTec/Excel Communications Southwest Region	Kevin McIntosh	Ordering (LEX, EDI) **All Regions**	Pending Review in 9/2003	8/25/03
SBC Response:					
9/9/03 – New CCR added to the log.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-088	McLeod Midwest Region	Trudee Brendes	Ordering (LEX, EDI) **Midwest Region-All Regions**	Pending Review in 9/2003	8/27/03

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-088	McLeod Midwest Region	Trudee Brendes	Ordering (LEX, EDI) **Midwest Region-All Regions**	Pending Review in 9/2003	8/27/03

CLEC Verbatim Description: McLeodUSA is requesting that the YPH field be changed to optional for the mid-west region as it is for the southwest region. In the southwest region the only valid entry is SECURE. We also request that the valid entry for mid-west region be the same as Southwest, SECURE.
Or the YPH field changed to "prohibited" for both regions.

Change From:
Required when SC/SC1 is CT, IL, IN, MI, OH, WI, ACT is N or T, RTY is LML,
and TOA is B or BP, otherwise optional.

When SC/SCI is CA, NV, CT, IL, IN, MI, OH or WI the valid entry is 6 alpha numeric

Change To:

Optional when SC/SC1 is CT, IL, IN, MI, OH, WI, ACT is N or T, RTY is LML,
and TOA is B or BP.

When SC/SCI is CA, NV, CT, IL, IN, MI, OH or WI the valid entry is SECURE.

Additional Information:
Per Sue Ashbaugh @ SBC: SBC SMART Yellow Pages' objective is to contact all of our business customers on an annual basis to confirm their primary YPH code and see if the customer needs any additional services, i.e. secondary YPH placements, advertisements, etc. The importance of establishing a correct YPH code is that, in the event a directory representative is not able to connect with the customer the listing will publish under the YPH code provided by the CLEC.
The end-user is accountable for updating any changes they make. If the end-user is changing a YPH they should be contacting their publisher.
Annual YPH Code Reports identify YPH codes of all main listings are distributed to CLECs prior to book close. End users should contact the Customer Service Bureau at 800-346-3988 for Illinois, or 800-647-9000 for all other states regarding any yellow page problems which may be encountered.

Problems Today:
McLeodUSA does not know if SBC confirmed the customer's YPH, referred to one of our previous orders, or used the YPH the customer was under with SBC.
Today we confirm YPH codes with our customers. We do this because there are conditions when the YPH is required on orders even though the YPH code provided on the order may not be placed as requested. If not published correctly it is very difficult to explain to the customer that we are not responsible for the YPH when we had to verify it with them to send it on an order.
How do we explain this to our customer? This confusion causes our customers to question the service we are providing.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-088	McLeod Midwest Region	Trudee Brendes	Ordering (LEX, EDI) **Midwest Region-All Regions**	Pending Review in 9/2003	8/27/03
SBC Response:					
9/9/03 – New CCR added to the log.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-089	MCI Southwest Region	Roseann Kendall	Ordering (E911), Other (LASR) **West Region**	Pending Review in 9/2003	8/28/03
CLEC Verbatim Description: When a CLEC submits a Local Service Request to convert a CLEC's UNE-P customer to a line-split arrangement, the SBC West region E911 process states that the CLEC must populate the correct CLEC's NENA ID in the NENA /ERL Field. The purpose of populating this field is so that SBC-West can properly update the West Region E-911 Database. However per SBC, there is no LASR edit in place, which would notify the CLEC if the CLEC has submitted an invalid or incorrect NENA ID. A CLEC would never know that the E-911 data is not correct unless the E-911 database is checked daily for error reports. MCI is requesting that SBC implement an "up-front" LASR edit that would reject the erroneous NENA ID so that a CLEC has the opportunity to correct the field prior to completion of the line splitting arrangement.					
SBC Response:					
9/9/03 – New CCR added to the log.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-090	MCI Southwest Region	Roseann Kendall	Ordering (E911), Other (LASR) **West Region**	Pending Review in 9/2003	8/28/03
CLEC Verbatim Description: In the WEST Region line-splitting process, the CLEC is responsible for providing the appropriate NENA ID information via the LSR in order for West Region E-911database to be updated properly. The CLEC is also responsible for updating the 911 Database for municipality ordered address changes. However, in the other 3 SBC regions, the end user information from the existing service will be initially retained in the 911/E911 database by SBC. Also, any MSAG changes will be cared for by SBC without CLEC action. (see ALs CLECCCN03-024, CLECCT03-029, CLECAM03-249). MCI is requesting that SBC implement a change to the West Region E-911 process to mirror the Midwest, Southwest and SNET regional processes so that critical 911/E-911 database information is converted by SBC without intervention by the CLEC.					
SBC Response:					
9/9/03 – New CCR added to the log.					

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-091	LDMI Midwest Region	David Campbell	Ordering (LEX, EDI) **Midwest Region-All Regions**	Pending Review in 9/2003	8/28/03
CLEC Verbatim Description: LDMI is requesting an additional Alpha code be added in the LMT field on the Loop with NP service form. The alpha code would be used for loops under 12kft which per Tariff SBC is to remove load coil and bridge tap free of charge.					
SBC Response:					
9/10/03 – This was discussed briefly during the meeting. This really belongs in Ordering, not Pre-Ordering, so that will be changed. According to LDMI, SBC is charging them now for this conditioning which is supposed to be free and LDMI has to dispute those charges. The resolution of those charges takes months. Change Management agreed to pursue whether there is another way to keep LDMI from getting billed in this scenario.					
9/9/03 – New CCR added to the log.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-092	McLeod Midwest Region	Trudee Brendes	Pre-Ordering (EDI, Verigate) **All Regions**	Pending Review in 9/2003	8/29/03

CLEC Verbatim Description: McLeod is requesting the following enhancement to the Scheduling Inquiry/Availability Due Date Inquiry Pre-Order function.

McLeod would like the ability to "RESERVE" a specific 4 hr AM PM tech appointment when dispatch/field work is required.
Due date Inquires available in AM/PM intervals
A=8-12
P=1-5
Reservation/Confirmation #=

Today Pre-Order's Due Date Inquiry is design as only a survey of available dates and times. It was not design to lock in a date/time in any of the 13-states regions. For instance most pre-order responses in the midwest region are returned with a time interval value of X=All Intervals (A=8-12, 9-1, 10-2 or B=11-3, 12-4, 1-5, 2-6). There is no reservation process.

SBC Response:

9/10/03 – Change Management reported that it had sent an email to the 13-State LOC contact asking if SBC even offers 4-hour windows in all regions on installation. The SME has not had time to respond to that email yet. The CLECs asked what is retail doing? Do they use the same system the CLECs use? And can they reserve appointment times in Pre-Order? Another Change Management employee reported that she has already run down these answers, so that will save a lot of time. The responses will be reported at the October meeting.

9/9/03 – New CCR added to the log.

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-093	CMC Telecom Midwest Region	Debbie Marrocco	Ordering (LEX) **All Regions**	Pending Review in 9/2003	9/5/03

CLEC Verbatim Description: When a T is jeoped, the related F completes without timely notification to the CLEC. CMC feels that to avoid service interruption to the enduser, no F order should be worked before the T. CMC understands the need to sup the F, but without verbal notification or some "grace" period to address the F, customers are experiencing severe service interruptions. A current example is PON 19086, T/F1734125558, due 6/30/03. PON 18813-2, 18813-3, C1834084743, C1834084742, due 5/30/03.
SBC Response:
9/10/03 – Change Management asked the originator for her phone number, which she provided. She also indicated that her OSSCS manager, Donna Wesnick, had been working with here on these problems and provided Donna's number. Change Management will check into this with Donna as well.
9/9/03 – New CCR added to the log.

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-005 No CR Required	IP Communications Southwest Region	Howard Siegel	Trouble Administration (EBTA and GUI) **All Regions**	Monitor 12/7/03	2/22/02

CLEC Verbatim Description: IP would like to request the following changes for EBTA GUI:

1. Change the time to respond to authorization requests, user requests status and escalation status from 5 minutes to 60 minutes. (Not Approved)
2. Allow users to sort by status icon. (Resolved 5/22/02)
3. Add billable field from Duration tab to report. *CR written.* *Satisfied by CAAWS*
4. Prompt user to save unsent trouble ticket when exiting EBTA. (Implemented July 28, 2002) Must use the CLOSE/EXIT buttons on the GUI.
5. Create option in preferences for default access hours. *Scheduled for 9/25/02 release.* Completed 9/25/02.
6. Change default for status interval from NONE to 24 hours. Not Approved
7. **Add one more sub group tier.** CR submitted to allow CLECs to manage their own subgroups. **This item will be implemented on 12/7/03.**
8. Allow wildcard search on prefix for circuit ids. (Currently available)

SBC Response/Update:

9/5/03 – Change Management sent follow-up email to the originator who agreed that item #3 was satisfied by CAAWS. This request will be put into Monitor status until 12/7/03.

8/8/03 – Change Management has not received a response from its former IP contact yet. Will contact him prior to the September meeting, hoping to move this to Monitor.

7/31/03 – Change Management has contacted a former employee of IP Communications to ask if Item #3 is satisfied by the billable flag provided in CAAWS. If so, Change Management will ask to put this request in Monitor status until 12/7/03.

7/18/03 – Item #7 will be implemented on 12/7/03.

11/27/02 – No further update.

11/1/02 – Item #5 above was completed on 9/25/02. Only items #3 and #7 are unresolved at this time.

9/27/02 – Change Management has learned that the release date for #5 above is actually 9/25/02. There will be a button for 24 hour, 5 days a week access. There is still no timeframe for items #3 and #7 above.

9/5/02 – Change Management has learned that for #1 above the response time for Authorization requests is already at 60 minutes. The other two scenarios are under review. For #5 above, the 9/28/02 release will provide a default access hours button for the tech to click on. For #6 above, the SME has researched this with the LOC organizations. It will not be implemented since instantaneous notice is provided on status changes. There is still no timeframe on #7 above.

8/1/02 – Change Management has learned that CRs have been written on #3 and #7 above but no timeframe information is available at this time. #4 was completed on 7/28/02. The SME asked Change Management to emphasize that the user must use the CLOSE or EXIT buttons on the GUI in order to be prompted to save. Using the X on the browser will not provide a prompt. #5 and #6 are still under review for feasibility.

September 2003

(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-005 No CR Required	IP Communications Southwest Region	Howard Siegel	Trouble Administration (EBTA and GUI) **All Regions**	Monitor 12/7/03	2/22/02

6/14/02 – Change Management has learned that #8 above has always been available. The "%" sign is the symbol to be used for wildcard characters. Will contact originator.
5/22/02 – The issue around #2 above was resolved after discussion which showed that the CLEC wants to be able to sort tickets by "Status". The EBTA OSS Support Team felt that this request could also be met. This CCR will be marked as Approved.

4/23/02 – Item #1 above was discussed at the EBTA GUI conference call today. IP explained that they were most concerned with the response interval for authorization requests, which require the CLECs to respond as to whether a dispatch is authorized by themselves or their enduser. CLECs who are not manned 7x24 need this interval to be set at 24 hours. This is also related to CCR02-008 from Sage Telecom.
    Item #2 above was named by the SME as the only request that may not be technically feasible. More investigation is required.
    Item #3 above is to be ranked by the CLECs. Business requirements will be completed by SMEs and provided to IT by 5/1/02.
    Item #4 above will be handled like #3.
    Item #5 required more explanation on today's call. IP clarified that their main interest was for an individual technician to reflect their own work schedule. The SME agreed to take a look at this in light of the additional information.
    Item #6 above also required clarification. The SME agreed to get LOC technical support involved to resolve this item.
    Item #7 above will be handled like #3.
    Item #8 above will be handled like #3.

3/28/02 – All EBTA requests will be discussed at a special meeting on 4/23/02.

3/07/02 – Mike Bingham joined the SBC SWBT CMP conference call and addressed the items above. They will be identified in this update as "do-able" or not.
  1.   This will not be done. The EBTA system is interactive and provides real-time notifications on status of trouble tickets.
  2.   This will not be done. Users can already sort by the last status change date or the commitment date and acquire this info.
  3.   This will be done, but no indication of timeframe.
  4.   This will be done, but no indication of timeframe.
  5.   The SME needed clarification on this as to what the user wants.
  6.   This will not be done. Since EBTA is interactive, it provides updates @ 1 minute intervals.
  7.   The SME needed clarification on this as to what the user wants.
  8.   This may already be done for SBC SWBT. The SME will check. If not, it will be done.
 	
In response to a question from a meeting participant, Mike said that CLECs could be allowed administrator permissions to set up their own subgroups. This also will be done, but no timeframe indicated.
Final analysis indicates that items 5 and 7 require clarification/more information from the originator. All others are decided.

2/22/02 – New CCR added to the log. Has been sent to SME for analysis and scheduling.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-006 CR020196 (9/27/03)	Birch	Mel Wagner/Matt Connolly	LSOR 05.00	Monitor 9/27/03	2/26/02

CLEC Verbatim Description: Under Version 05.00 LSOR guidelines, when completing the End User portion of an LSR for REQTYP A, ACTTYP V order type, the Data Entry Conditions dictate that '...the only valid entry is N' for the ERL (End User Retaining Listing) field. The LSOR defines the value of N as being 'Do not retain listings'. As the conversion/migration of a DSL loop is a REQTYP A, ACTTYP V, the LSR for this order type would, under LSOR5, now be required to include an N in the ERL field. However, as the conversion of DSL loop service from one CLEC to another CLEC has no impact on an end user's directory listings, population of this field with any value makes no sense to the order and could erroneously lead to the removal of this information.

Birch requests that the REQTYP/Activities matrix for this field be modified to show a P (Prohibited) in the cell for REQTYP A/Activity V. Birch requests that the Data Entry Conditions under LSOR5 for the ERL field be modified to remove the statement: 1. When REQTYP is A, the only valid entry is N.

SBC Response/Update:
8/19/03 -
3/21/03 — This CR has been committed for the 9/27/03 release. The status will be changed to Monitor until that date.
1/10/03 — This CR did not get committed for the 6/14/03 release. The date has been changed to 9/27/03.
11/1/02 — CR020196 did not get committed for the 3/15/03 release. The date has been rolled forward to 6/14/03.
9/27/02 — The CR020196 has not yet been committed for the 3/15/03 release. Final commit list is not available.
9/5/02 — CR020196 was on the request list sent to IT for the 3/15/03 release. Commitment is expected from IT around 9/23/02.
6/6/02 — Change Management has gained concurrence to include this request on an existing CR020196. The SME is targeting this CR for the 3/15/03 release. No further status will be provided until we know if this CR gets committed for that release.
5/29/02 — Change Management has set up a conference call with the SME on Monday, June 3rd to see if this request can be combined with his existing CR.
5/22/02 — Change Management is in the process of contacting the "owner" of the CR referenced below about adding this request to it. "Owner" is on vacation all this week.
5/8/02 — The SME indicated that there is an existing CR to do the same thing for Line Sharing. The LSRs are being identified by REQTYP, Activity Type and NC code. Change Management will contact the author of this CR and determine if this can be added to his CR.
4/11/02 — Change Management has scheduled a meeting for May 8th for this topic.
3/28/02 — No further update at this time.
3/7/02 — Change Management is researching this on a personal level along with the SME. Birch was reminded that there are other products that are ordered using REQTYP A, ACTTYP V where the ERL field would be required in order to handle the listing correctly. Change Management will pursue whether there is a way to distinguish voice orders in REQTYP A, ACTTYP V from the DSL.

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-006 CR020196 (9/27/03)	Birch	Mel Wagner/Matt Connolly	LSOR 05.00	Monitor 9/27/03	2/26/02
2/22/02 – New CCR added to the log. Has been sent to SME for analysis and scheduling.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-007	Talk America Midwest Region	Janine Truhn	Pre-Order, Order **All Regions**	Monitor 12/2004	2/22/02

CLEC Verbatim Description: Currently it is our understanding that SBC flash cuts a CLEC when they move from one version of SBC's interface to another. This appears to be at the CLEC company level and based on the version of SBC's interface the CLEC is required to send in the Header REF Segment. We would like to see the Trading Partner ID be used as the mechanism that drives the process.

CLECs need the ability to phase in a new SBC release at the product level. This reduces the risk of a total ordering outage as a result of an interface problem on either SBC or the CLEC side. In order to accomplish this capability, we request that SBC support at the trading partner level the ability to submit different EDI versions. That is: with trading partner "A" we would be able to submit Resale LSOG4 orders and trading partner "B" the ability to submit LSOG5 orders. Response transaction would be returned in the version that the original order was delivered. With this change, we are not requesting a change in the release or version sunset policy. However, we would need the ability to add one additional trading partner over the current three that are allowed.

Again, the ability to support this proposal would provide a solid way to introduce a new version of EDI in a phased or parallel approach. It reduces the risk on both SBC and CLEC from a total outage caused by a programmer error. It also provides the ability to back out a release caused by a program or communication issue. This will provide either party more time to research and correct a problem.

SBC Response/Update:

9/10/03 – The originator agreed that this request could be put into Monitor status until the new Versioning plan was implemented in November of 2004. So the date at which to look at this again will be set at December 2004.

9/5/03 – Change Management will ask at the September meeting whether the originator wants to put this into Monitor status until November of 2004 or Close it at this time.

8/8/03 – The OIS vote was taken at the meeting. The new versioning proposal was accepted by a vote of 18 in favor and 10 opposed. Thus, beginning with 2004, SBC will have only 3 releases per year – March, July and November. SBC will continue to support 3 versions of software until November 2004 when it will change to supporting only the two most recent versions, not necessarily two different LSOG versions. Also, SBC will not implement LSOG 7.

7/31/03 – On 7/22/03 a CLEC called for an OIS vote on the versioning proposal. So Change Management will conduct a vote on the proposal at the August 7th Change Management meeting.

7/18/03 – The originator requested that this CCR be left open and updated per the versioning discussion. SBC presented a versioning proposal to the CLECs at the first portion of the July CMP meeting, on July 11th. The proposal involved maintaining only two versions of software at any one time, whether it was two different LSOGs or dot versions of the same LSOG. This was tied to a proposal for three releases per year. The proposal will be sent out via Accessible Letter with CLECs notified that they can call for an OIS vote on it per the Change Management document. If an OIS is called, it will be held at the August 7th Change Management meeting. If no OIS is called or the OIS vote fails, then the versioning proposal will be implemented in November of 2004.

7/3/03 – Change Management will ask the originator where this request stands with regard to the recent discussion and proposals on versioning.

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-007	Talk America Midwest Region	Janine Truhn	Pre-Order, Order **All Regions**	Monitor 12/2004	2/22/02

2/21/03 – Change Management agreed to meet with internal SMEs again and bring a proposal on versioning to the CLECs.
1/16/03 – Change Management agreed to set up a follow-up meeting with the CLECs on versioning.
11/1/02 – SBC and the CLEC community have not come to agreement on a versioning strategy. This will be deferred until January 2003.
9/27/02 – The versioning meeting was held the afternoon of 9/12 and morning of 9/13. SBC presented its recommendation on 9/12 along with a handout for participants. CLECs were asked to socialize this with their companies before the morning, if possible. During discussion on 9/13/02 there were some sticking points that never got resolved. CLECs asked SBC to update their document per the discussion on these two days and distribute for concurrence. SBC agreed to do this in a timely manner so that it could be implemented with the 6/14/03 release.
8/8/02 – SBC is hosting a meeting on September 12th and 13th to discuss versioning.
7/11/02 – After discussion between the CLECs and SBC's it was decided to defer this request until October 2002. There was much discussion on how to achieve this using OCNs. Trading Partner IDs and other fields.
6/27/02 – Internal meeting was held with the parties agreeing to look carefully at this request to see if SBC can accommodate it.
6/6/02 – An internal meeting of SMEs and Kathy King's peers has been set for June 7, 2002.
3/28/02 – No further update at this time.
3/20/02 – Change Management reported that the timing on this request was not especially good. After much discussion it was agreed to show this request as Deferred until September 2002. All POR releases will be complete and Change Management will take this back to the SMEs asking for their consideration.
3/7/02 – Change Management reported at the SBC SWBT CMP meeting that this request is Not Approved. The reasons included a massive rewrite of SBC software and a complete digression from the Versioning plan that was negotiated and agreed to during the POR Collaboratives. SBC took the result of those negotiations and wrote its programs accordingly. SBC has beefed up its testing environment and test periods to make the transition as easy as possible for the CLECs. CLECs asked for a written policy to support SBC's reasons and the originator asked for the technical reasons for the denial. SBC did not commit to providing either. Originator also asked for the technical requirements for setting up a Trading Partner ID. SBC did not commit to provide this. Change Management reported that all of SBC's versioning is based on OCN and that is why SBC cannot use the Trading Partner IDs to satisfy this request.
2/22/02 – New CCR added to the log.

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-025 No CR Required	RCN Midwest Region	Jack Piticavong	Repair and Maintenance (EBTA) **All Regions**	Monitor 1/2004	4/23/02

CLEC Verbatim Description: Currently in EBTA there is no system functionality to have a return receipt on a changed resolution code when an EBTA ticket is closed but disputed. RCN would like EBTA to acknowledge to the CLEC end user that the close but dispute has been received, and more importantly after investigation of the ticket by the LOC, a return of the new resolution code on the original ticket shall be presented to the CLEC. In addition, if a resolution code is not changed, RCN would also like to see this communicated back via EBTA.
SBC Response:
6/5/03 – It was agreed during the meeting to put this request into Monitor status until 1/2004 when California has cut all their services into WFA.
5/30/03 – Change Management learned that the reason the resolution code cannot be changed in the 2-State region is that all services, POTS and Specials, reside in LMOS. There will be a conversion to WFA sometime in 1Q04 which will resolve that problem. Also, in the Midwest region, when a CLEC disputed a trouble ticket on a circuit that was in WFA, EBTA did not automatically re-open the trouble ticket as it did in the other regions. That will be corrected on June 8th. After that, once the dispute is resolved, the ticket will be closed a second time and the CLEC will receive a second notification.
5/15/03 – Change Management heard during the meeting that in California the resolution code cannot be changed on WFA tickets, so this CCR cannot be closed yet. Change Management will talk to the EBTA SME and report back at the June meeting.
5/2/03 - This capability exists today in CAAWS but only for WFA tickets. As noted before, once LMOS tickets are closed they cannot be changed. In the future, with OPS migration, all tickets will be in WFA, but they are not all there now. Change Management will ask to close this at the call on 5/15/03.
11/1/02 – The plan for satisfying this request in CAAWS is for a second entry to be made on the website for all tickets which are changed. This changed ticket information will remain on the website for 7 days, waiting to be retrieved by the CLEC. If there is no second entry made, the CLEC will know that no changes were made. Deployment of this functionality is awaiting a timeframe. In the future, issues surrounding CAAWS and PWS will be dealt with in the CUF instead of CMP.
9/27/02 – Change Management has learned that the EBTA OSS Support Team plans to incorporate this request in a future release of CAAWS. No timeframe for implementation is available yet. The status will be changed to Approved.
9/5/02 – There is no way for EBTA to fulfill this request. Once a ticket is closed in EBTA, the electronic bond is broken and communication stops. In addition, LMOS trouble tickets cannot be changed after they are closed. Only tickets in WFA can be changed once closed. This is no longer an EBTA issue. Change Management will investigate whether this information could be part of the website for closed tickets.
8/1/02 – It was originally thought that the DSS capability would satisfy this request. That is still being investigated. There is no way to provide CLECs with this information in real time.
7/11/02 – The EBTA OSS Support Team reported that this could be provided as early as the 3Q02, but no definite date was available yet.
4/23/02 – New CCR added to the log. This CCR was submitted at the request of Johnny Olvera during the EBTA conference call today. It has been provided to the EBTA OSS Support Team.

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-033 CR020899 (9/27/03)	Qwest/Interprise America	Jim Milnor	Pre-Ordering (Enhanced Verigate)	Monitor 9/27/03	5/16/02

CLEC Verbatim Description: This Change Request is suggesting adding several lines of free form remark to a manual loop qualification request. The purpose of the remark would be to communicate information to the SBC engineer performing the manual qualification from the CLEC to help guide that individual in producing that document.

Example: The CLEC sees that the Design view of the loop qual is less than the Actual view which is an illogical combination and something is incorrect with LFACS data. Or, the CLEC simply wants to add a point of clarification to communicate to the engineer. This enhancement would save time, people and money on the ILEC side and reduce frustration on the CLEC side. At the current time, the CLECs have no means to communicate information to the engineering group until after SBC has produced the manual document and the CLEC contests the data through a manual process.

SBC Response:

3/21/03 – Change Management has learned that this CR did get committed to the 9/27/03 release. The status will be changed to Monitor until that date.

2/14/03 – Change Management has learned that CR020899 did not get committed to the June release because of dependencies on other CRs that did not make the June list. The requested implementation date has been changed to September 2003.

9/5/02 – The SME has advised that this request is CR145 and is scheduled for the 6/14/03 release because it will affect the CLEC interface. Status will be changed to Monitor. The Change Management CR above will be cancelled.

8/1/02 – The status will be changed to Approved.

7/11/02 – The SME indicated to Change Management that the design walkthrough of the business requirements for this CCR will be held next week. The production/implementation date will be set after the walkthrough.

5/31/02 – The originator reported that this request had been forwarded to IT by the Loop Qual meeting coordinator for time and cost analysis.

5/30/02 – The originator participated in the PB/NB CMP call and stated that the next Loop Qual meeting is tomorrow and he will bring it up at that time. Change Management will also follow up with the Loop Qual SME.

5/22/02 – Change Management has referred this request to the Loop Qual SME for feasibility and sizing.

5/16/02 – New CCR added to the log. CR020386 has been input to the LRB database for this request.

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-035	Birch Southwest Region	Mel Wagner	Repair & Maintenance (EBTA) **All Regions**	Monitor 12/7/03 Review in 7/2003	6/3/02
CLEC Verbatim Description: Birch requests the ability to establish/appoint an administrator ID that would allow management of sub-groups in EBTA. Currently the process can only be coordinated through the IS Call Center.					
SBC Response:					
7/3/03 – The EBTA SME advised Change Management that this request will be implemented 12/7/03. The status will be changed to Monitor until then.					
9/5/02 – No further update.					
8/1/02 – Per the SME, the CR has been written for this request. No timeframe information available at this time. Status is changed to Approved.					
6/6/02 – New CCR added to the log. Also sent to the EBTA OSS Support Team.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-038 CR010392 (6/14/03) CR030169 (12/13/03)	South Central Wireless	Eric Ryker	Ordering (LEX) **All Regions**	Monitor 12/13/03 Review in 7/2003	6/3/02

CLEC Verbatim Description: When submitting R PONs to correct/change their end users information if there is an error on the PON the CLEC cannot issue a Supplemental PON to correct nor can the LSC assist in correcting the R PON manually because LEX generates an "auto" FOC "before" the LSC reviews the end users information.

With 3.06 the LSC would provide the CLEC with a spreadsheet with error on these PONs to be corrected with a Sup. With the implementation of 5.0 this functionality is gone.

The problem: They call the LSC to find out the orders have been rejected because of errors. The only way to correct them is to cancel the orders and start over. The system (LEX) business rules do not allow supplements or order cancellation on records orders. They cannot issue new orders because of the errors (rejects) on the same account in our system.

Example:
PON: 22433
LSR NO: 20020523L12207-01
TN: 620-663-4367

The CLEC is requesting that for R PONs that Supplements to Change or Cancel be allowed.

SBC Response:

7/3/03 – Change Management has learned that CR10392 was implemented with the 6/14/03 release and CR030169 has been committed for the 12/13/03 release. CR020508, or rather the CRs that it was broken into, does not have any impact on this request any longer. The pertinent parts were pulled into CR030169. This request will be put into Monitor status until 12/13/03.

5/2/03 – CR030169 is the CR which will eliminate the auto-FOC for UNE products. It is currently requested for the 12/13/03 release.

2/14/03 – CR010392 has been committed for the 6/14/03 release. CR020508 has been split into 3 CRs and they are all requested for 9/27/03.

1/10/03 – The requested date has been changed to 9/27/03 for CR020508. The CR that deals with eliminating the auto-FOC for Resale is CR010392 which is currently requested for 6/14/03.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-038 CR010392 (6/14/03) CR030169 (12/13/03)	South Central Wireless	Eric Ryker	Ordering (LEX) **All Regions**	Monitor 12/13/03 Review in 7/2003	6/3/02

11/1/02 – Change Management has learned that this CR020508 did not get committed for the 3/15/03 release. The date has been rolled forward to 6/14/03.
9/27/02 – Change Management has learned that the CR020508 has not yet been committed for the 3/15/03 release.
9/12/02 – Change Management reported that there is a CR in the database requested for 3/15/03 that would eliminate the auto-FOC on Records Orders for UNE-P changes. SBC is looking at other REQTYPs as well. Once the mentioned CR is implemented then SBC would be able to receive a supp or cancel until an FOC is issued. The FOC would be issued when the order distributes to internal SBC systems/departments. There is currently a LASR edit (LS 6580 – SUP is prohibited when ACT is R and a firm order confirmation has been received) that would reject a supp after FOC. The reason for this is that once the FOC is sent, the Records order automatically completes. Status will be changed to Approved.
9/5/02 – Per the LSC SME in SWBT, this remains a problem in LSOR 5.xx because the R orders auto-FOC. Once that happens, then no rejects or jeopardies can be sent. Change Management has asked the M&P person if or when this will be allowed.
7/11/02 – Change Management has sent this to the SME for research. WCOM reported that this was fixed in LSOR 5.00 and asked if the LSC would keep their current procedure until 3.06 retires next year. Change Management will get the answer to WCOM's question.
6/10/02 – New CCR added to log.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-048	Talk America Midwest Region	Janine Truhn	Pre-Ordering (EDI, CORBA) **All Regions**	Monitor Review in 10/2003	7/10/02

CLEC Verbatim Description: Currently SBC offers limited testing to the CLEC's.   The test environment does not support testing at the data level nor does it support any volume testing, including pre-ordering transactions. Talk America is requesting the ability to do robust testing in all regions of SBC and additionally testing on a limited test plan basis to the data level and mirror the production environment.

Data Level Testing: The reason Talk is requesting the test plan testing to be driven down to the data level is because we have tested scenarios that have passed in Test but then fail in production. This causes needless pain for both AIT and the CLEC, as this should have been caught in testing. A few examples: 1.) Talk tested hunting during our testing of LSOG4.02 and it passed. When we got to production all of our hunting orders were auto rejecting, even though they had passed in test. The problem was that we had coded to the OBF standard but AIT converts this standard to an AIT specific value as the OBF value is used in SWBT. While the rejects were valid, as we had missed the conversion table, the issue should have been caught in test. 2.) Talk also tested Disconnect orders, which also passed in testing. This time the orders were rejecting invalidly. If the test environment were a mirror of production this issue would have been caught and resolved before Talk would have moved forward into production with LSOG4.02. This issue took several weeks to resolve after entering production and was huge cost to both out businesses.

Volume Testing: Talk is also requesting the ability to do volume testing. Talk has experienced several issues due to the inability to do volume testing with SBC as we can with other ILECs. This not only would allow Talk to examine any of their own limitations but test SBC's limitation and thereby code accordingly. A few examples: 1.) Talk was sending 16 simultaneous connections to SBC per the TCIF standard, see Section 9.1 on page 38 of the guidelines. , there is no limitation. After going into production, AIT was not seeing all of our transactions. We discovered this was because we were actually sending to fast based on the number of connections we had established. This too took a large amount of time to uncover as this limitation is on SBC's side and they recommend only 4 connections at a time. This undocumented SBC limitation would have been caught before it negatively impacted our production had SBC had the capability of supporting volume testing. 2.) Talk also encountered some issues with our own Interactive Agent but again these issues would have been ferreted out with volume testing. This caused issues for Talk and AIT and impacted both our businesses.

SBC Response:

8/8/03 – The SME did make a presentation on his UTD document and indicated that his goals were to have the documentation completed and on the web by 8/18/03 for implementation on 9/2/03. This status will be changed to Monitor until the October meeting, when Change Management will ask to close it.

7/31/03 – The SME indicated to Change Management that he is almost completed with the UTD, "Unsupervised Testing Document" and hopes to be able to put this in operation by September 5th. He will be at the August 7th meeting to talk about this new proces**s**.

7/18/03 – The originator is expecting updates from the testing SME along with written documentation to support a September implementation. Change Management will contact this SME about meeting this expectation.

5/2/03 – The originator has agreed that a proposal made by SBC has satisfied the pre-order testing portion of this request.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-048	Talk America Midwest Region	Janine Truhn	Pre-Ordering (EDI, CORBA) **All Regions**	Monitor Review in 10/2003	7/10/02

11/1/02 – SBC and Talk America have agreed that the IA to IA testing can be done when CLECs are moving to a new issue of the IA, which is independent of new versions of the LSOG. Volume testing can be conducted by the CLECs at this time. The Data Level Testing portion of this request is still under discussion.
9/27/02 – Change Management will ask the originator at the 10/3/02 meeting whether the previous update satisfied their request.
9/12/02 – During the meeting, an internal SBC SME on testing explained that the problems identified above under "Data Level Testing" occurred because the software version Talk America was testing was not the version that would go into production. Talk can begin testing LSOR 5.xx at their request. There is an Accessible Letter out with the windows for release testing. That letter is CLECALLS02-094.   The issue identified under Volume Testing is really meant to request testing of the Interactive Agent (IA). Talk stated that they have two IA's and could do testing with one of them if SBC would agree. SBC does not have any plans to do IA testing with the CLECs.
8/14/02 – Industry Markets hosted a conference call with CLECs on Tuesday, July 30th on Testing.
7/12/02 – New CCR added to the log.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-053 CR020899 (9/27/03)	ASI	Myra Lee	Pre-Order (CORBA)	Monitor 9/27/03	7/25/02

CLEC Verbatim Description: Today the Loop Medium Code (LMC) field returned on Actual, Design/Archived Actuals, Results or Multiple Loop Information (AIT only) LQ response transactions, identifies the loop medium available at the distribution area (DA) level, e.g. all copper, all pair gain, mixed copper and pair gain, etc.   ASI is requesting that the existing LMC field be changed to reflect the actual loop medium of the loop versus the DA. This will eliminate LSRs from being rejected if the loop medium at the DA is inaccurate. ASI is also requesting a new field for these same LQ responses be added to identify the loop medium at the DA instead of the using the LMC field being used today.
SBC Response:
3/21/03 – Change Management has learned that this CR did get committed to the 9/27/03 release. The status will be changed to Monitor until that date.
2/14/03 – Change Management has learned that CR020899 did not get committed to the June release because of dependencies on other CRs that did not make the June list. The requested implementation date has been changed to September 2003.
9/5/02 – The SME reported that this request is CR156 and is scheduled for the 6/14/03 release because it will affect the CLEC interface. Status will be changed to Monitor.
7/30/02 – New CCR added to the log. Change Management forwarded the request to the Loop Qual Team Lead for resolution.

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-054 CR020899 (9/27/03)	ASI Southwest Region	Myra Lee	Pre-Order (CORBA) **All Regions**	Monitor 9/27/03	7/25/02

CLEC Verbatim Description: **SBC** originally distributed Accessible Letters for all regions stating improvements to the Loop Qualification data. SBC has improved the accuracy of its Design Data by pulling a sample of loops from each Serving Terminal and electronically measuring the loop length to derive an average overall loop length. The data is returned in the EQ26 field on the Design Data Inquiry response as stated in SBC's Accessible Letter. ASI is requesting a new field be added to the Design Data Inquiry response to identify if the data contained in the EQ26 is calculated loop length (EQ26) or measured (MLT2) loop length.
SBC Response:
3/21/03 – Change Management has learned that this CR did get committed to the 9/27/03 release. The status will be changed to Monitor until then.
2/14/03 – Change Management has learned that CR020899 did not get committed to the June release because of dependencies on other CRs that did not make the June list. The requested implementation date has been changed to September 2003.
9/5/02 – The SME has reported that this request is CR155 and is scheduled for the 6/14/03 release because it will affect the CLEC interface. Status will be changed to Monitor.
7/30/02 – New CCR added to the log. Change Management forwarded the request to the Loop Qual Team Lead for resolution.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-055 CR020899 (9/27/03)	AT&T	Walt Willard/Rebecca Vanderpol	Pre-Ordering (CORBA and Verigate) **All Regions**	Monitor 9/27/03	8/1/02

CLEC Verbatim Description: Loop Pre-Qualification Inquiries : Transaction Types J and H, Transaction Activities X, A, D, In all Loop Qualification transactions in Enhanced Verigate, CORBA, and Batch DSL Planning Tool Interfaces, when Loop Medium Type Code = D (Fiber to The Curb), make the Loop Status = N (RED). Currently Loop Medium Type Code = D does not affect Loop Status.
SBC Response:
3/21/03 – Change Management has learned that this CR did get committed for the 9/27/03 release. The status will be changed to Monitor until then.
2/14/03 – Change Management has learned that CR020899 did not get committed to the June release because of dependencies on other CRs that did not make the June list. The requested implementation date has been changed to September 2003.
9/5/02 – The SME has reported that this request is CR157 and is scheduled for the 6/14/03 release because it will affect the CLEC interface. Status will be changed to Monitor.
8/23/02 – Change Management has sent these questions to the Loop Qual SME.
8/8/02 – The question was raised in the meeting about whether the deployment of PRONTO would change or supersede this. Also, how does PRONTO apply to Loop Qual. Change Management agreed to ask the SME.
8/1/02 – New CCR added to the log. Change Management forwarded the request to the Loop Qual Team Lead for resolution.

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-069	ASI Southwest Region	Myra Lee	Pre-Order (Verigate) **All Regions**	Monitor 11/2003	9/12/02

CLEC Verbatim Description: Currently the CFA Inquiry LS CFA Report provides status of "Assigned" or "Spare". ASI is requesting additional response fields on the LS CFA Report for "Assigned" status. This data would be Circuit Identifier (ECCKT), Line Share Telephone Number (TN), Pending Activity, Due Date and Purchase Order Number. Standardizing of CFA Inquiry Reports would improve their functionality and efficiency.
SBC Response:
9/5/03 – IT did not provide the report availability date as promised on the 11th, but did provide it on the 21st. The report will be available by the end of September. Change Management will change the status to Monitor until the October or November meeting and then ask to close.
8/8/03 – Change Management has learned that the SME hopes to have the report availability date by Monday, 8/11. Change Management will follow up with him on that date and proceed to escalate if it is not provided.
7/18/03 – The originator asked about the CR that had once been associated with this request. Change Management indicated that it was in "HOLD" status because the report being escalated is meant to satisfy the request. Once the report is complete the CR will be cancelled.
7/3/03 – The report has been escalated to the IT programmers and the SME will advise Change Management if additional escalation is required.
5/2/03 – The report is still under development by the Telco. Change Management was sent a screen print of the CCEA inquiry showing what information the originator wanted. This included the ECCKT and PON. This cannot be provided per the SME. He did advise that SBC was working to provided Pending In or Pending Out and a Due Date in a future release but had no firm date as yet. Change Management will get an update on the report for the May meeting.
2/14/03 – Change Management has reported to the originator that the report cannot be produced more than once weekly and asked if this will satisfy their request.
1/10/03 – Change Management has learned that there is a team working to expand the current report to include all the additional fields requested by ASI and adding a field titled "Frame Termination". The report cannot be run on a daily basis because it takes more than 24 hours to run the batch reports that make up the final report. Change Management will ask the team how often it can be produced during a week and report back to the originator.
12/6/02 - No verbal update was given at the meeting.
11/27/02 – Change Management may have a verbal update at the December meeting.
9/27/02 – Change Management has learned that the SME input CR020765 to cover this request and is writing the business requirements, targeting the 6/14/03 release.
9/11/02 – New CCR added to the log.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-072 CR21013 (9/27/03)	ASI Southwest Region	Myra Lee	Ordering (LEX, EDI) **All Regions**	Monitor 9/27/03	9/25/02
CLEC Verbatim Description: Currently an order can be FOC'd for a busy or invalid Pronto VPI/VCI. ASI is requesting Pronto VPI/VCI be validated prior to FOC and return a LASR reject. This enhancement is needed to improve the functionality and efficiency of the order processing.					
SBC Response:					
5/2/03 – The edit itself is in LASR, so the ordering system can be either LEX or EDI.					
3/20/03 – Change Management has learned that this CR has been committed for the 9/27/03 release. Status will be changed to Monitor until then. There was a question asked whether this would also apply to EDI. Change Management will research.					
1/16/03 – CR021013 covers the work on this request and carries a requested implementation date of 9/27/03.					
11/20/02 – Change Management learned that this has been included in a large project to be implemented in September 2003. Status will be changed to Approved. Once a CR number is available it will be added.					
9/27/02 – New CCR added to the log.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-073 CR020761 (9/27/03)	ASI Southwest Region	Myra Lee	Pre-Ordering (Verigate) **All Regions**	Monitor 9/27/03	9/26/02
CLEC Verbatim Description: Currently Verigate's Order Status Service Order Inquiry response does not reflect Cancelled orders in the order number field. The order number data should be suffixed with '-CAN'. This information is needed to improve the functionality and efficiency of the order processing.					
SBC Response:					
3/20/03 – Change Management has learned that this CR has been committed for the 9/27/03 release. Status will be changed to Monitor until then.					
2/14/03 – The requested implementation date has been rolled forward to 9/27/03.					
11/27/02 – The requested date on this CR has been rolled forward to 6/14/03. The status has been changed to Approved.					
11/1/02 – CR020761 has been input for this request and is carrying a requested implementation date of 3/15/0**3.**					
9/27/02 – New CCR added to the log.					

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

Attachment 4

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-074 CR021228 (12/13/03)	Birch Southwest Region	Mel Wagner	Ordering (LEX) Southwest Region	Monitor 12/13/03 Review in 7/2003	10/01/02

CLEC Verbatim Description:

BACKGROUND: Birch submits their LSR's with this Reqtype and Activity Type with an RTR of D and an accompanying value in the DRC field. This enables Birch to receive DLR's via email instead of fax. However, the Condition for the FAX NO field under LSOR 5.0X states that this is required when the RTR field is populated.

REQUEST: Change the condition on the FAX NO field to "Required when RTR is populated but optional when the DRC field is populated".
This request applies to REQTYP A, Activity Types N,C,T,V

SBC Response:

7/3/03 – Change Management has learned that this request has been committed for the 12/13/03 release. Status will be changed to Monitor until that date.

5/2/03 – The requested implementation date for CR021228 has been rolled forward to 12/13/03. Sent email to CR owner for help in getting this in the Dec. '03 release.

1/10/03 – The SBC SME opened CR021228 to cover this request and it currently carries a requested due date of 9/27/03.

12/6/02 – The originator expressed some concern about the CR for this request being included in the 6/14/03 release without CLECs having an opportunity to prioritize it first. Change Management explained that there is no way for it to provide an absolute list of every CR that has a chance at a release to the CLECs for prioritization. The pool of CRs for a release can change daily and "Quick Hits" can get escalated into a release very easily sometimes. If this doesn't make the 6/14/03 release, then it will certainly be in the pool for 9/27/03.

11/27/02 – The SME has agreed to change the condition on this field with the wording: "Required when RTR is populated and DRC is populated with FAX, otherwise optional." Birch has concurred with this wording as long as "FAX" is made a valid entry in the DRC field. The SME will input a CR for this work and get it included in the June 2003 release. Status will be changed to Approved.

10/3/02 – New CCR added to the log.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY   Attachment 4
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-076	Birch Southwest Region	Mel Wagner	Repair & Maintenance (EBTA GUI) **All Regions**	Monitor 12/7/03 Review in 7/2003	10/01/02

CLEC Verbatim Description: Birch proposes the following enhancements to the EBTA GUI application:

1) Capability to verify and test switch translated feature level services (i.e., PIC, LPIC, Call Forwarding, etc...) by associated TN (telephone number). – **This item will be implemented 12/7/03.**

2) Capability to view pending orders by associated TN.

History: The current PIC/LPIC process is for Birch to call the LOC with the limitation to request no more than two verifications per call. With each Birch call into the LOC that requests more than two inquiries or results in verifying two or more lines on a single account, Birch is required to submit via email or fax. Thereafter, results are provided on an average of 24 hours later by an LOC representative. Additionally, all other feature verifications and PSO (pending service order) activities are handled in a similar manner requiring a call, email or fax into the LOC.

Benefit: The successful implementation of this change request would greatly reduce the call volume (estimated up to 10%) into the LOC and provide an efficient mechanical solution to a highly manual process.

SBC Response:

7/3/03 – The EBTA SME advised Change Management that item #1 above will be implemented 12/7/03. Since item #2 is already available, the status of this request will be changed to Monitor until 12/7/03.

11/27/02 – No change.

11/1/02 – There is already a CR for EBTA to satisfy the first request above. There is no timeframe available yet for its implementation. The second request above is available in Provisioning Order Status (POS) which is on the same Toolbar as EBTA and does not even require an additional login. So this will not be addressed by SBC.

10/3/02 – New CCR added to the log.

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 02-081	ASI	Myra Lee	Maintenance & Repair (EBTA) Requested for PB/NB only	Monitor 3/2004	10/18/02

CLEC Verbatim Description: Currently ASI is using Electronic Bonding to create, update and view trouble tickets.   Viewing is available throughout the day, however the creation and update functionality is unavailable in the evening due to back-end downtime. To improve the trouble ticket process including the creation and update, ASI is requesting Electronic Bonding be available daily (seven days) from 4:30 am until midnight (Pacific).
SBC Response:
5/30/03 – The current schedule for converting from LMOS to WFA has Reno in November 2003 and California in 1Q04. So the Monitor date above will be changed.
11/1/02 – Per the EBTA SME, line-sharing records will be moved from the LMOS host to WFA sometime during the 1st half of 2003. Once that is done, the availability problem is resolved. Change Management will recommend that we put this request into Monitor until June 2003 until we get a firmer date for the conversion.
10/21/02 – New CCR added to log.

13-STATE SBC CLEC CHANGE REQUEST (CCR) MONTHLY SUMMARY
OSS ELECTRONIC INTERFACE and ASSOCIATED BUSINESS RULES/PROCESSES

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-044 CR020242	The Pager & Phone Company Southwest Region	Dale Schmick	Pre-Ordering (Verigate) **All Regions**	Monitor 9/27/03 Review in 6/2003	5/19/03
CLEC Verbatim Description: Currently when installing new service at an apartment complex it is near impossible to determine the point of demarcation for the service. Although it is often supposed to be the first jack in the apartment (unless it is a shared tenant building), the service is often only turned up a the "66 block'" depending on the field technician. Furthermore if the field technician attempts to connect it all the way to the first jack it leads to some "no access" issues. These could be avoided if during pre-ordering verigate returns the point of demarcation then the CLEC and SBC can both be clear on the expectation for this new order. This would also assist CLEC field technicians on locating the point at where service is verified to be working, in which case the CLEC technician can tone out the line to the premise and attach it to that point while on site thereby avoiding another trip by SBC. This improved sharing of information would most importantly assist the consumer in getting their new phone service activated quickly.					
SBC Response:					
5/30/03 – New CCR added to the log. Change Management discussed with the originator that there was already a CR committed for September '03 that would add the demarcation information to Provisioning Order Status. He then indicated that he felt his request would be satisfied by that CR and agreed to immediately put this request into Monitor status until the September 27, 2003 release.					

September 2003
(Revised 9/12/03)

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR03-072	Covad Southwest Region	John Berard	Maintenance & Repair (EBTA) **All Regions**	Monitor 1Q04 Review in 7/2003	7/2/03
CLEC Verbatim Description: EBTA cannot deny closure of a TT and keep the same TT# open until resolution. Instead, creates confusion because we "deny" closure of ticket but new ticket is created and we are not notified of the new ticket #. Creates extra phone calls to be made on our part to obtain new ticket # and makes PacBell answer more (unnecessary) phone calls. PacBell only SBC company who will not allow CLEC's to deny closure. This request has been taken to the Account team who advised to bring it to the User Forum. Resolution of this would enable the proper tracking of open Trouble Tickets, reduce repeat trouble tickets, and reduce phone calls into the repair center.					
SBC Response:					
7/2/03 – New CCR added to the log. This issue was presented to the AR CUF ESC but then referred to CMP. Change Management discussed this with the EBTA SME who advised that this should only be a problem in the 2-State region and it will be resolved when all services in that region are cut from LMOS to WFA in 1Q04. This request will be put into Monitor status until then.					